Samsung GALAXY S III

User Guide

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Introduction

The following topics describe the basics of using this guide and your new phone.

About the User Guide

Thank you for purchasing your new Galaxy S3. The following topics explain how best to use this guide to get the most out of your phone.

Before Using Your Phone

Read Get Started and Basic Operations thoroughly for proper usage.

Accessible services may be limited by subscription contract conditions.

Descriptions in the User Guide

Note that most descriptions in this guide are based on your phone's setup at the time of purchase. Unless otherwise noted, instructions begin from the phone's Home screen, which is displayed by pressing the **Home Key** . Some operation descriptions may be simplified.

Screenshots and Key Labels

Screenshots in the user guide may appear differently on your phone. Key labels in the user guide are simplified for description purposes and differ from your phone's display.

Other Notations

In the user guide, the phone may be referred to either as “phone,” “device,” or “handset.” A microSD™ or microSDHC™ card is referred to as an “SD Card” or a “memory card.”

Get Started

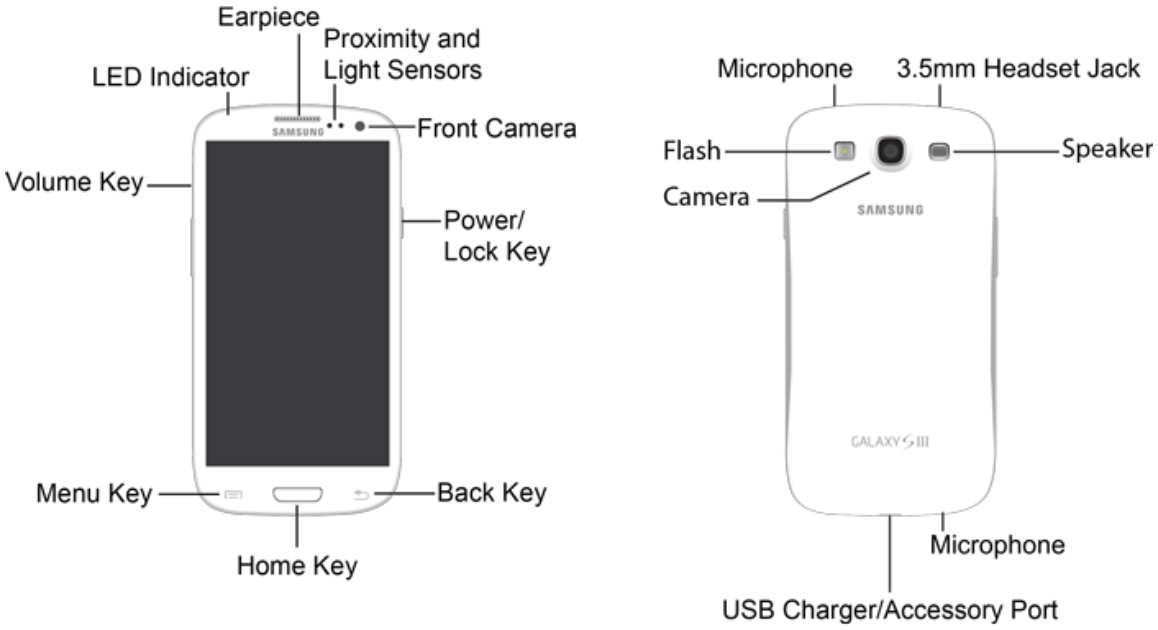
The following topics give you all the information you need to set up your phone and wireless service the first time.

Parts and Functions

These topics illustrate your phone's primary parts and key functions.

Phone Layout

The following illustration outlines your phone's primary external features and buttons.



Part	Description
Earpiece	Hear the caller and automated prompts
Proximity Sensor	Detects how close an object is to the surface of the screen. This is typically used to detect when your face is pressed up against the screen, such as during a phone call While talking on the phone, the sensor detects talk activity and locks the keypad to prevent accidental key presses
Front Camera	Takes pictures and records videos while facing the screen, and allows you to video conference

Part	Description
Power/Lock Key	Turn the phone on or off or turn the screen on or off, or switch your phone to silent mode, vibration mode, or airplane mode
Back Key	Return to the previous screen, or close a dialog box, options menu, the Notification Panel, or onscreen keyboard
Home Key	Returns you to the Home screen. Press and hold to open Google Search/Google Now
Menu Key	Access menu options
Touchscreen	Displays all the information needed to operate your phone, such as the call status, the Contacts list, and the date and time. Also provides one-tap access to all of your features and applications
Volume Key	Allows you to adjust the ringtone or media volume or adjust the voice volume during a call
LED Indicator	The LED indicator blinks or glows when charging, to indicate low battery, to announce new notifications, and when voice recording
Microphone	Transmits your voice for phone calls or records your voice or ambient sounds for voice recordings and videos
Headset Jack	Allows you to plug in either the stereo headset for convenient, hands-free conversations
Speaker	Hear the different ringtones and sounds. The speaker also lets you hear the caller's voice in speakerphone mode
USB Charger/Accessory Port	Allows you to connect the phone charger or the USB cable (included)
Flash	Helps illuminate subjects in low-light environments when the camera is focusing and capturing a picture or video
Camera	Take pictures and videos

CAUTION! Inserting an accessory into the incorrect port may damage the phone.

SD Card

Your phone supports the use of an optional SD card (not included) to expand its storage capacity. It supports cards up to 64 GB. Some cards may not operate properly with your phone.

SD Card Cautions

Data: Information stored on SD Card can become lost or changed accidently or as a result of damage. It is recommended that you keep a separate copy of important data. The company is not responsible for damages from data that is lost or changed.

Reading/Writing Data: Never power off or remove Battery while reading or writing data.

Battery Level: A low battery charge may prevent reading/writing to SD Card.

Handling SD Card: Use/store SD Cards away from the reach of infants. May cause choking if swallowed.

Insert SD Card

Follow these steps to insert an optional SD card (not included). Make sure to power your phone off before inserting or removing an SD card.

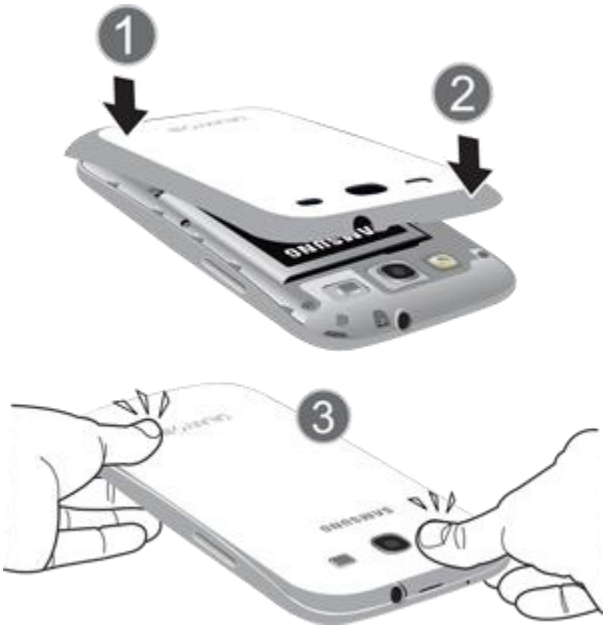
1. Remove the battery cover.

- Lift gently in the direction shown.

2. Insert SD card.

- Insert SD Card all the way gently without bending and with terminals facing down.
- Insert only SD Cards.

3. Attach the battery cover.

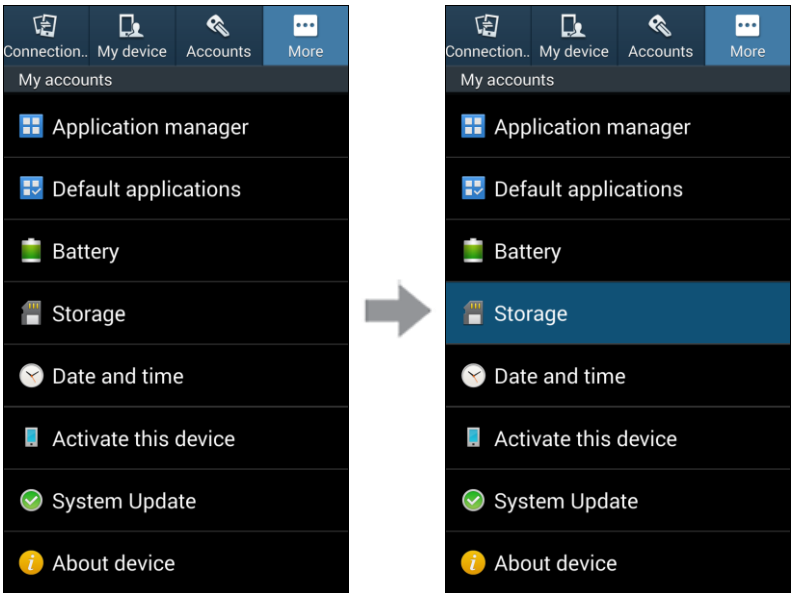


- Make sure all the tabs are secure and there are no gaps around the cover.

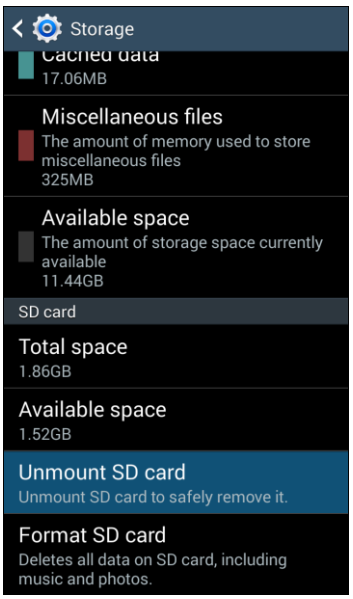
Unmount the SD Card

Always unmount the SD card before removing it from your phone.

1. From home, tap **Apps** > **Settings** > **More** tab > **Storage**.



2. Tap **Unmount SD Card** > **OK**.



- The menu option name changes from **Unmount SD Card** to **Mount SD Card**. The card is now unmounted.

Remove SD Card

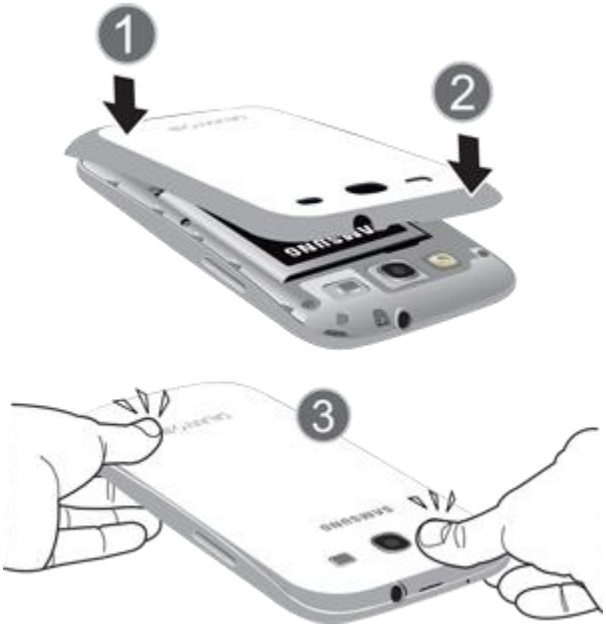
Follow these instructions to remove an SD card. Always power the phone off before inserting or removing an SD card.

1. Remove the battery cover.

   - Lift gently in the direction shown.

2. Remove SD card.

3. Attach the battery cover.

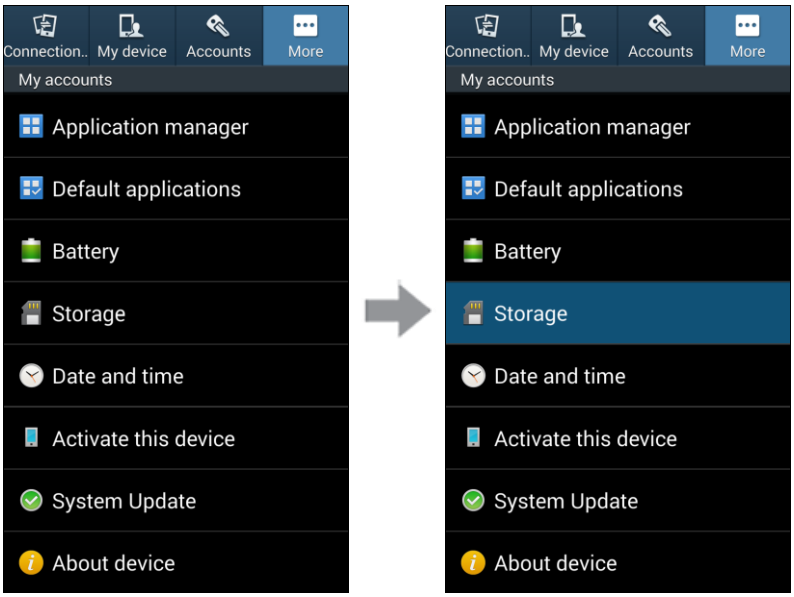


- Make sure all the tabs are secure and there are no gaps around the cover.

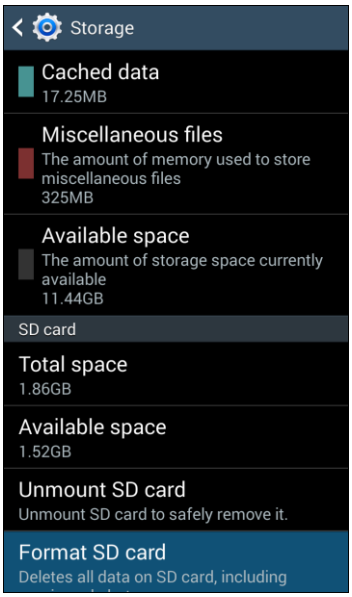
Format SD Card

When you insert an optional SD card for the first time, it is recommended that you format it on your phone.

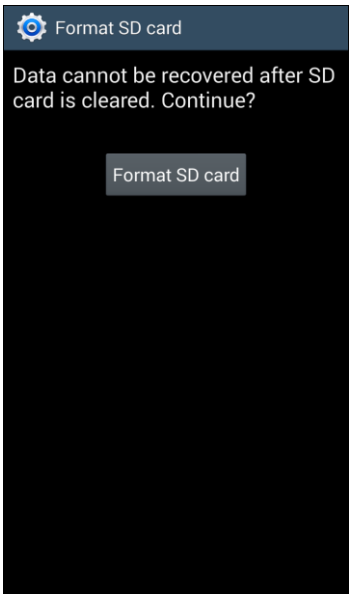
1. From home, tap **Apps** > **Settings** > **More** tab > **Storage**.



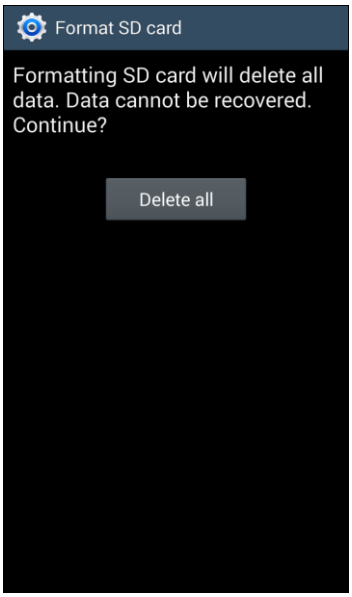
2. Tap **Format SD Card**.



3. Tap **Format SD Card** again.



4. Tap **Delete all** to confirm.



- All data on the SD card is erased, and the card is formatted for use on your phone.

Battery Use

The following topics explain how to insert and remove your phone's battery.

Battery Cautions

Storage: Avoid storing or leaving battery with no charge remaining. Saved information and settings may become lost or changed, or battery may become unusable. Charge once every six months before storing or leaving unused for a long period.

Bulges: Depending on use, bulges may appear near end of battery life. This does not affect safety.

Replacing Battery: The battery is a consumable item. It needs to be replaced if operating time shortens noticeably. Purchase a new battery.

Cleaning: Clean soiled terminals between battery and phone with a clean, dry cotton swab. Soiled terminals can result in a poor connection and prevent charging, etc.

Insert the Battery

Follow these instructions to insert your phone's battery safely and properly.

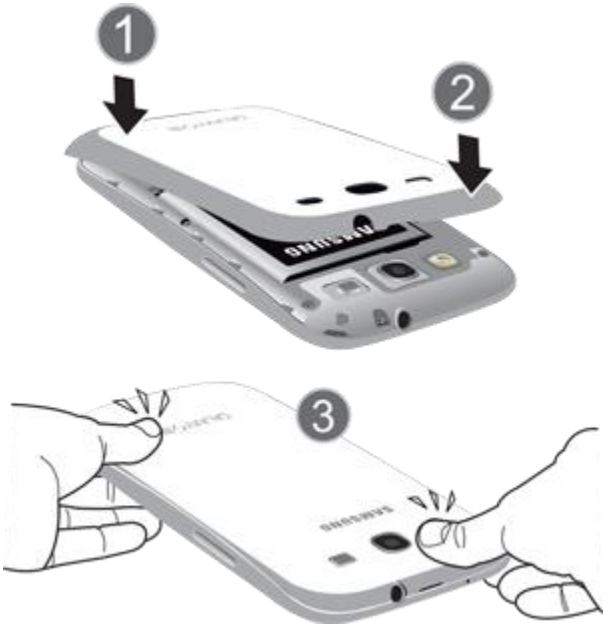
1. Remove the battery cover.

   - Lift gently in the direction shown.

2. Insert the battery.

   - Align the contacts of the battery with the contacts in the phone.

3. Attach the battery cover.



- Make sure all the tabs are secure and there are no gaps around the cover.

Remove the Battery

Follow these instructions to remove your phone's battery. Always power the phone off before removing the battery.

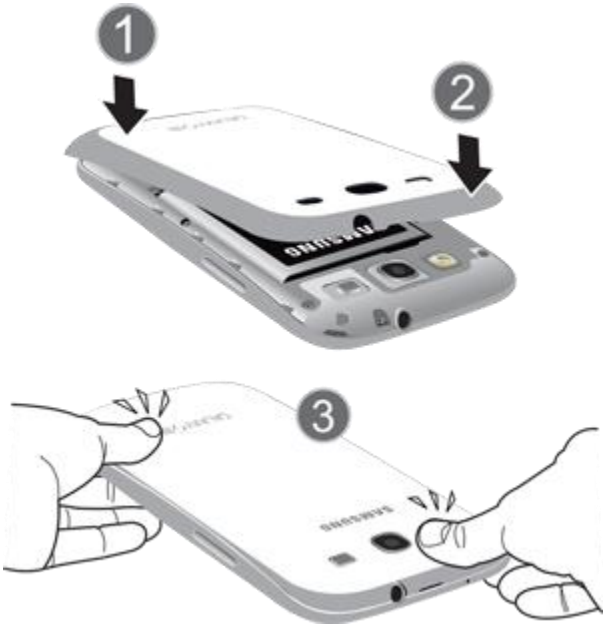
1. Remove the battery cover.

- Lift gently in the direction shown.

2. Remove the battery.

   - Lift upward gently as shown.

3. Attach the battery cover.



   - Make sure all the tabs are secure and there are no gaps around the cover.

Charge the Battery

Follow these instructions to charge your phone's battery using either the included Charging Head or via a USB connection on your computer.

Charge Using the Charging Head

1. Plug the USB cable into the USB charger/accessory port on the bottom of your phone.

2. Plug the other end of the USB cable into the charging head.
3. Plug the charging head into an electrical outlet.
    - ❖ The LED indicator illuminates when charging starts. The light goes off when the battery is fully charged. Fully charging a battery may take up to three hours.
4. After charging, disconnect the phone from the charger.
    - ▪ Unplug the charging head from the outlet, and remove the USB cable from the phone and the AC adapter.

Charge Using a PC Connection

Before using a PC connection to charge your phone, ensure that the computer is turned on. Depending on the type of connection, your phone's battery may not charge.

1. Insert the small end of the USB cable into the USB Charger/Accessory Port on the bottom of your phone.

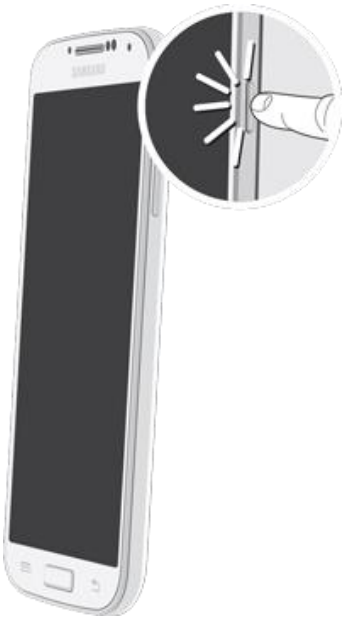
2. Insert the large end of the USB cable into a USB port on your computer.
3. After charging, remove the USB cable from both the phone and the computer.

Turn Your Phone On and Off

The instructions below explain how to turn your phone on and off.

Turn Your Phone On

- Press and hold the **Power/Lock Key**.

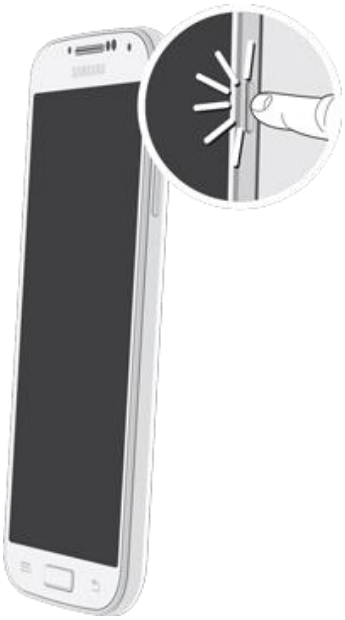


❖ Your phone will power on. Depending on the settings, you may see the Lock screen.

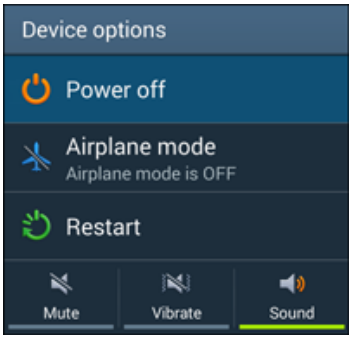
- See Lock and Unlock Your Screen and Screen Lock for information about using the screen lock.
- The first time you turn the phone on, you will see the startup screens. See Complete the Setup Screens for details.
- If your phone is not yet activated, see Activation and Service for more information.

Turn Your Phone Off

1. Press and hold the **Power/Lock Key** to open the Device options menu.



2. Tap **Power off** to turn the phone off.



- ❖ Your phone will power off.

Your screen remains blank while your phone is off (unless the battery is charging).

Use the Touchscreen

Your phone's touchscreen lets you control actions through a variety of touch gestures.

Tap or Touch

When you want to type using the onscreen keyboard, select items onscreen such as application and settings icons, or press onscreen buttons, simply tap or touch them with your finger.

Touch and Hold

To open the available options for an item (for example, a contact or link in a Web page), touch and hold the item.

Swipe or Slide

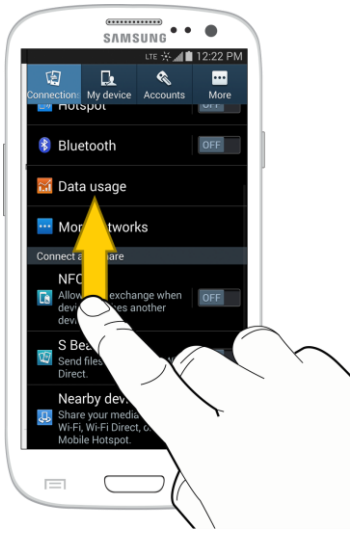
To swipe or slide means to quickly drag your finger vertically or horizontally across the screen.

Drag

To drag, press and hold your finger with some pressure before you start to move your finger. While dragging, do not release your finger until you have reached the target position.

Flick

Flicking the screen is similar to swiping, except that you need to swipe your finger in light, quick strokes. This finger gesture is always in a vertical direction, such as when flicking the contacts or message list.



Rotate

For most screens, you can automatically change the screen orientation from portrait to landscape by turning the phone sideways. When entering text, you can turn the phone sideways to bring up a bigger keyboard. See Touchscreen Keyboards for more details.

Note: The Auto-rotate check box needs to be selected for the screen orientation to automatically change. From home, tap **Apps** > **Settings** > **My device** tab > **Display** > **Auto rotate screen**.

Tip: You can also access the screen rotation setting from the Notification Panel. Pull down the Status Bar and tap **Screen rotation** to select or deselect the option.

Pinch and Spread

“Pinch” the screen using your thumb and forefinger to zoom out or “spread” the screen to zoom in when viewing a picture or a Web page. (Move fingers inward to zoom out and outward to zoom in.)

Complete the Setup Screens

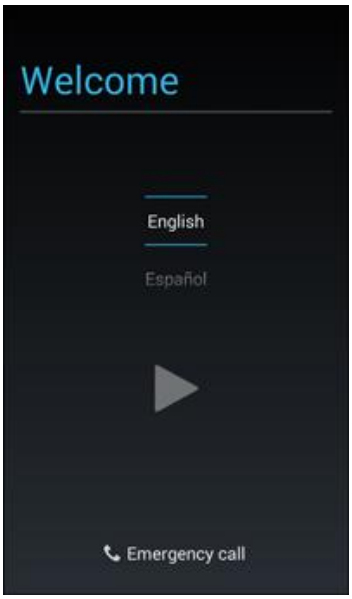
The setup screens help you set up certain features and preferences on your phone. Once your phone has been turned on, you will see a Welcome message. You can then complete the setup process.

Note: You may be able to complete the setup screens before your phone has been activated on your Virgin Mobile account.

Note: During or after setup, you may see a **Connections Optimizer** notice. Read the notice and tap **I Agree** to allow your phone to connect automatically to the best available data network, including Wi-Fi.

To turn Connections Optimizer off at any time, from home, tap **Apps** > **Settings** > **Connections** tab > **More networks** > **Mobile networks** > **Connections optimizer** and uncheck the box. See Connections Optimizer for details.

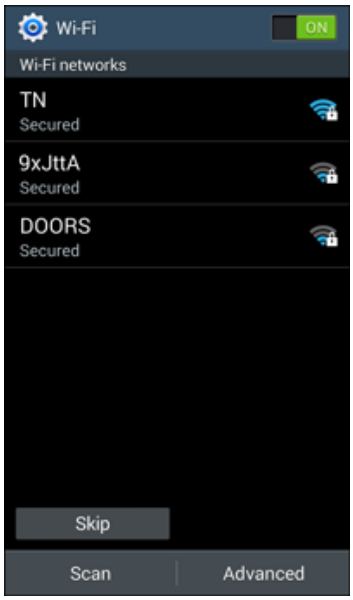
1. From the Welcome screen, select a language and tap the arrow to get started.



   - To skip any section, tap **Next**.

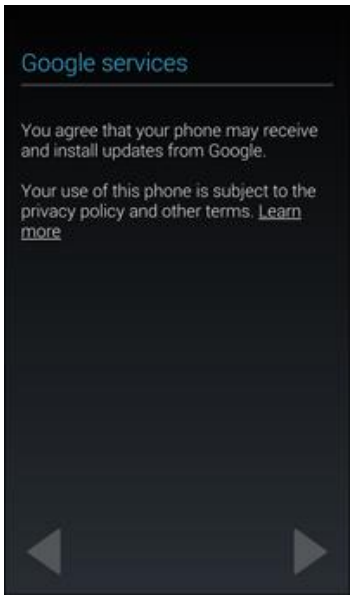
2. Follow the onscreen instructions to complete each section. For each topic, you will have the option to skip it and continue to the next screen.

   - **Wi-Fi** – If prompted, follow the prompts to sign in to an available Wi-Fi network. For secured Wi-Fi networks, you will need to enter a password. See Wi-Fi for more details.



- **Google and your location** – Select your Google location options and then tap **Next**.

- **Google services** – Read about and agree to install updates from Google.



- **Dropbox** – Sign in to your Dropbox account or create a new one.

❖ Your phone is now set up for use. If you skipped any part of the setup, you can access additional options through the Apps screen or through Settings.

Activation and Service

Before using your phone, you must set up an account with Virgin Mobile.

Starter Kit

A Starter Kit (sold separately) is needed to activate each new line of service. So if you're activating a new phone for yourself, you'll need a Starter Kit for your phone PLUS a Starter Kit for each additional new line you want to add to your account.

The Starter Kit only activates the phone and does not provide monthly service. You'll need to pick a plan and Top-Up for monthly service.

If you are swapping/upgrading your phone on an existing Single Line or Multi-line Data Share plan, you do not need a Starter Kit. Call us at **844-326-1261** to change phones.

Helpful Tips Before You Get Started

Here are some helpful tips before you get started.

- To create a new account with multiple lines, in the activation process select **CREATE NEW ACCOUNT** for the first phone only. For each additional line you want to add to the account, select **ADD TO EXISTING ACCOUNT**.
- When picking a plan, remember to select the plan that represents the number of lines that you want to add to the account.
- If you start out on a Single Line plan and decide to add lines to your account sometime in the future, your plan will adjust to meet your incremental needs.

Set Up Your Account

Once your phone is activated, you can set up your account. Your Virgin Mobile app should start automatically, but you can access it at any time by tapping **Virgin Mobile** from the phone's home screen.

Create a New Account

1. From home, tap **Virgin Mobile**.
2. After reviewing and accepting the Terms & Conditions, tap **CREATE NEW ACCOUNT**.
3. Enter your Activation Card PIN from your Starter Kit.

Note: You will need an Activation Card PIN when creating an account with a new phone.

4. Follow the easy onscreen instructions to complete your account setup, and then add any additional lines.

Add This Phone to an Existing Account

You'll need the account holder's email and password to add this phone to an existing account.

1. From home, tap **Virgin Mobile**.
2. After reviewing and accepting the Terms & Conditions, tap **Add to Existing Account** and enter your Starter Kit Activation Card PIN – you'll need a Starter Kit for each new line you want to add to your account.
3. Follow the easy onscreen instructions to complete your phone setup and repeat these steps for each additional line you are adding.

Establish Your Number

When prompted, choose one of the following:

- Use the phone's existing phone number.
- Request a new phone number in your area code.
- Transfer your previous phone number to this phone.

To transfer your previous phone number, you'll need the following handy:

- Username and password from your previous carrier.
- A copy of a recent bill that contains:
  - Account Number.
  - Billing Address.

- The last 4 digits of your Social Security number.

  – or –

  Tax ID on the account.

  – or –

  PIN number.

To start your transfer:

1. Select **Transfer my number from another phone**.
2. Ensure the information you entered is correct and matches how it appears on your latest bill.
3. Submit the transfer request.
4. You will be informed along the way about your transfer. This may take several hours.

Note: When requesting a different number, you may need to reset your phone once the transfer is complete.

To reset your phone:

1. From home, tap **Phone** > **Keypad** tab to display the phone keypad.
2. Tap # # 7 PQRS 2 ABC 7 PQRS 8 TUV 6 MNO # to begin the reset. Your phone will reboot a few times during this process.

Using Virgin Mobile

After you have established your phone number, you will be presented with an onscreen tutorial. It will show you how easy it is to:

- Adjust your plan
- Manage devices on your account
- Use parental controls

Note: You can skip the tutorial and access it at any time by tapping in the upper right corner of the Virgin Mobile home screen.

Tap **Virgin Mobile** on your phone's home screen at any time to:

- Top Up your account
- Change your plan
- Manage your devices

- Browse special offers
- View account history

Additional Information

For more information about your Virgin Mobile account, as well as other Virgin Mobile services, visit us at: virginmobileusa.com.

Basic Operations

The following topics outline basic features and operations of your phone.

Basics

The following topics offer an overview of your phone's basic operations.

Home Screen and Applications (Apps) List

Most of your phone's operations originate from the Home screen or the apps list.

Home Screen Apps Screen

For information about using the Home screen, see Home Screen Basics.

Select Options and Navigate Screens

Tap icons, onscreen keys, and other items to open or activate the assigned function.

- Tap **Back** to return to the previous screen.

Menu Operations

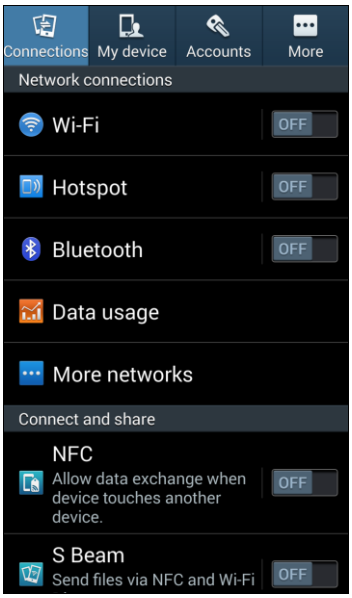
You can display options menus using the Menu key, any app-specific menu icon, or by tapping and holding a screen area, depending on your current app.

- Tap **Menu** to view available settings and options.

Phone Settings Menu

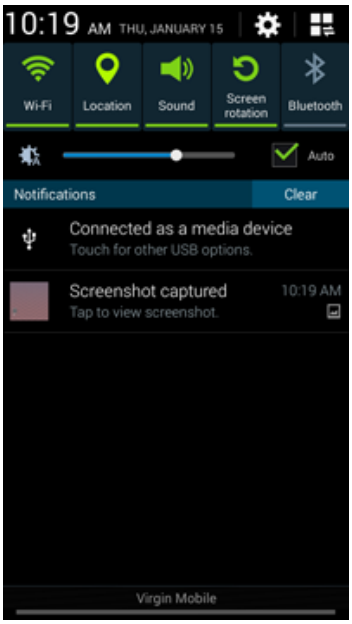
You can customize your phone's settings and options through the Settings menu.

- From home, tap **Apps** > **Settings**.



– or –

Drag the Notification Panel down and tap **Settings**.



For more information, see Settings.

Portrait and Landscape Screen Orientation

The default orientation for your phone's screen is portrait (vertical), but many apps will change to landscape orientation (widescreen) when you rotate the phone sideways.

- Not all screens will adjust for landscape orientation.

Note: Screen rotation needs to be enabled for the screen orientation to automatically change. From home, tap **Apps** > **Settings** > **My device** tab > **Display** > **Auto rotate screen**.

Tip: You can also access the screen rotation setting from the Notification Panel. Pull down the Status Bar and tap **Screen rotation** to select or deselect the option.

Capture Screenshots

You can use your phone's power and home keys to capture screenshots.

- Press and hold the **Power/Lock Key** and **Home Key** at the same time to capture a screenshot of the current screen.

- The current screenshot will be captured and stored in the Screenshots album in the phone's Gallery. From home, tap **Apps** > **Gallery**.

Applications

The following topics describe how to access the applications (apps) list and launch apps on your phone.

Launch Applications

All installed apps can be accessed and launched from the apps list.

1. From home, tap **Apps** .

   - ❖ The apps list opens.

2. Tap an app icon to launch the corresponding application.

   - ❖ The application opens.

Apps List

The apps list expands to include any apps you download and install on your phone. The following table outlines the primary apps that have been preinstalled on your phone.

App	Function/Service
Amazon	Shop Amazon.com from your phone.
Calculator	Perform basic and advanced mathematical calculations.
Calendar	Use Calendar to create and manage events, meetings, and appointments, organize your time, and be reminded of important events.
Camera	Take pictures and record videos using the front and back cameras.
Chrome	Browse the Internet using Google's Chrome web browser.
Clock	Set alarms, view time in time zones around the world, use a stopwatch, set a timer, and use your phone as a desk clock.
Contacts	Store and manage contacts from a variety of sources, including contacts you enter and save directly in your phone as well as contacts synchronized with your Google account, compatible email programs (including Exchange Server), and your Facebook friends.
Downloads	The Downloads application allows you to manage files you download to your phone.
Drive	Store, sync, and access your data across multiple devices with Google Drive's cloud storage.
Dropbox	Dropbox works to provide access to your desktop files directly from your phone. This app allows you to bring your files with you when you're on the go, edit files in your Dropbox from your phone, upload photos and videos to Dropbox, and share your selected files freely with family and friends.
Email	Send and receive email from a variety of email service providers.
Flipboard	Use Flipboard to create a personalized digital "magazine" out of everything being shared with you. Access news stories, personal feeds and other related material. Flip through your Facebook newsfeed, tweets from your Twitter account, photos from friends and much more.
GALAXY Apps	Discover apps designed exclusively for your Galaxy device.

App	Function/Service
Gallery	View and edit pictures and watch videos that you've taken with your phone's camera or downloaded.
Gmail	Send and receive messages using Google's Gmail service.
Google	Search the Internet using Google Search.
Google Settings	Use Google Settings to manage your Google apps and account settings.
Google+	Instant message with your friends. Set up Circles of friends, visit the Stream to get updates from your Circles, use Hangouts for fast messaging with everyone in your Circles, or use Instant Upload to automatically upload videos and photos to your own private album on Google+.
Group Play	Use Group Play to share media from your phone to other devices, via Wi-Fi, using your phone as an AP (Access Point).
Hangouts	Instant message with your friends and family using Google Hangouts.
Help	Help provides online information to help with your phone questions.
Internet	Browse the Internet using a full-featured browser.
Maps	Use Google Maps to determine your current location with or without GPS, get driving and transit directions, and find phone numbers and addresses for local businesses.
Messaging	Send and receive text and multimedia messages.
Messaging+	Messaging Plus gives you the highest quality video calling, group chat, and sharing experience on mobile. Share your favorite photos, videos, and current location.
Music	The Music app plays music files. Launching Music allows you to navigate your music library, play songs, and create playlists.
My Files	Manage your sounds, images, videos, Bluetooth files, Android files, and other data in one convenient location.
Paper Artist	Paper Artist allows you to quickly add stylized effects to your photos or images.

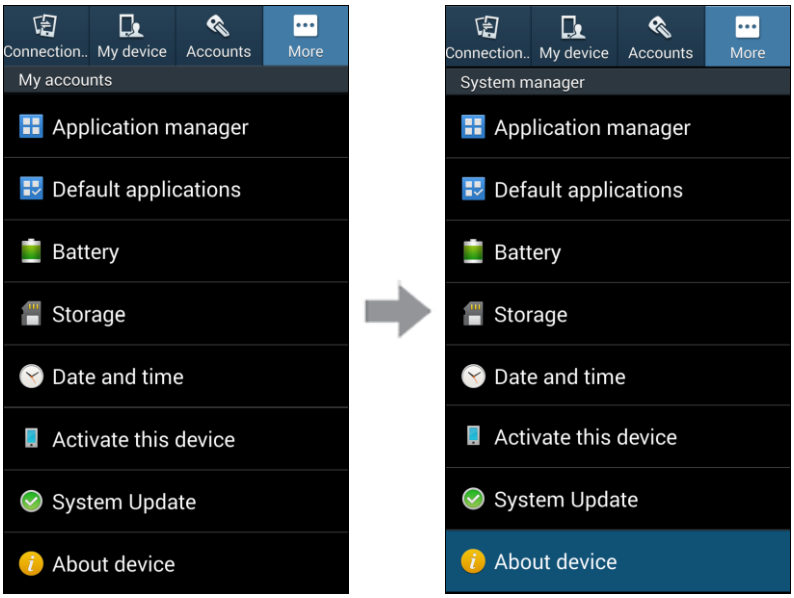
App	Function/Service
Phone	Make and receive phone calls.
Photos	View photos and videos on your phone, and sync them with your Google+ account.
Play Books	Discovering your favorite books and authors has never been easier. With Google Play Books, you can shop the world's largest selection of eBooks and read them anywhere you like.
Play Games	Google Play Games is the easiest way for you to discover new games, track achievements and scores, and play with friends around the world. It brings all of your gaming on Google Play together in a unified Android experience.
Play Movies & TV	Google Play Movies & TV allows you to watch movies and TV shows purchased on Google Play. You can stream instantly on your Android phone or download so you can watch from anywhere, even when you are not connected.
Play Music	Google Play Music lets you browse, shop, and play back songs purchased from the Google Play Store app, as well as songs you have loaded from your own music library. The music you choose is automatically stored in your Google Music library and instantly ready to play or download.
Play Newsstand	Discover more of the news and magazines you care about all in one app on your phone. Enjoy breaking news and in-depth articles featuring audio and video. From sports, business, cooking, entertainment, fashion and more it's all in one place.
Play Store	The Google Play Store app is the place to go to find new Android apps, games, movies, music, and books for your phone. Choose from a wide variety of free and paid apps ranging from productivity apps to games.
S Memo	The S Memo application allows you to create memos using the keyboard, your finger, or both. You can add images, voice recordings, and text all in one place.
S Suggest	The S Suggest application provides onscreen recommendations for apps that are specifically supported and made for use on your phone.
S Voice	Your phone's S Voice is a voice recognition application used to activate a wide variety of functions on your phone.

App	Function/Service
Samsung Link	Samsung Link makes staying connected easy. You can wirelessly synchronize your Samsung device with your TV, stream content, and even keep tabs on who calls or sends text messages with real-time, on-screen monitoring.
Settings	Configure settings and options on your phone.
Uber	Search and find transportation service using the Uber app. Request a ride and get picked up within minutes.
Video	View videos on your phone.
Virgin Mobile	Access your Virgin Mobile account.
Voice Recorder	Record voice memos and share them with others.
Voice Search	Search the Internet and your phone using voice commands.
Voicemail	Access your voicemail.
VPN Client	VPN Client provides support for accessing VPN gateways.
Wallet	Google Wallet allows you to carry credit cards and debit cards in your Android phone. To use this app, tap the back of your phone at the point of sale to pay or shop online everywhere you see the Google Wallet Buy button.
YouTube	YouTube is a video sharing website on which users can upload and share videos. The site is used to display a wide variety of user-generated video content, including movie clips, TV clips, and music videos, as well as video content such as video blogging, informational shorts, and other original videos.

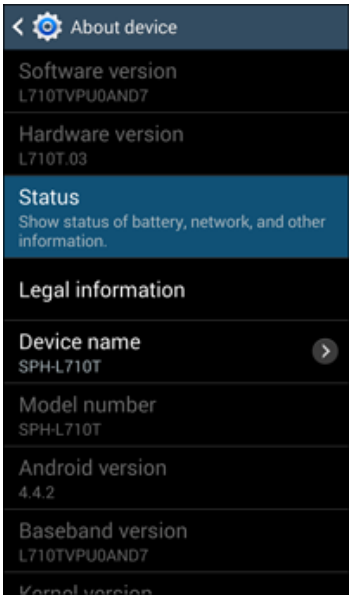
Phone Number

Follow the instructions below to display your phone's wireless phone number.

1. From home, tap **Apps** > **Settings** > **More** tab > **About device**.



2. Tap **Status**.



❖ You will see the number listed under **My phone number**.

Silent Mode/Airplane Mode

The following topics explain how to use your phone's Silent Mode and Airplane Mode settings.

Silent Mode

Silent mode mutes your phone's ringtone, operation sounds, notifications, and so on.

To set silent mode:

1. Press and hold the **Power/Lock Key** to display the Device options menu.

2. Tap **Mute**.

   - ❖ Your phone is now in silent mode.

Tip: You can also access silent mode through the Status Bar menu. Drag the Status Bar down and tap the speaker icon until you see **Mute** .

To restore sound settings:

1. Press and hold the **Power/Lock Key** to display the device options menu.

2. Tap **Sound**.

   ❖ Your phone's sound settings are now restored.

Tip: You can also restore sound via the Notification Panel. Drag the Status Bar down to display the Notification Panel, and then tap the speaker icon until you see **Sound**.

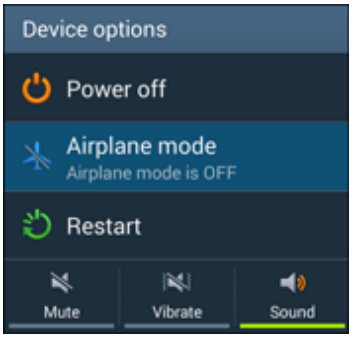
Airplane Mode

Airplane mode turns off all functions that emit or receive signals, while leaving your phone on so you can use apps that don't require a signal or data.

To turn on airplane mode:

1. Press and hold the **Power/Lock Key** to display the Device options menu.

2. Tap **Airplane mode** > **OK**.

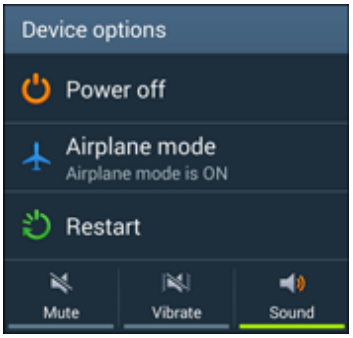


❖ Your phone is now in airplane mode. You will see the airplane mode icon in the Status Bar.

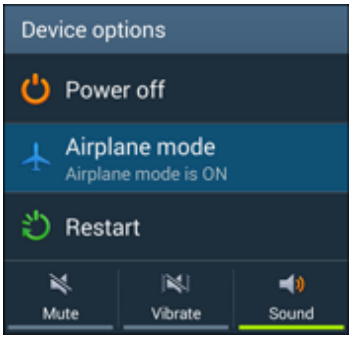
Tip: You can also access silent mode via the Notification Panel. Drag the Status Bar down to display the Notification Panel, and then tap **Airplane mode** > **Turn on**.

To turn off airplane mode:

1. Press and hold the **Power/Lock Key** to display the Device options menu.



2. Tap **Airplane mode** > **OK**.



❖ Your phone's wireless connection features are now restored.

Tip: You can also access silent mode via the Notification Panel. Drag the Status Bar down to display the Notification Panel, and then tap **Airplane mode** > **Turn off**.

Enter Text

You can type on your phone using one of the available touchscreen keyboards or Google voice typing.

Touchscreen Keyboards

Use the touchscreen Samsung keyboard for entering text (see Samsung Keyboard). The keyboard appear automatically onscreen when you tap a text entry field, and can be used in either portrait or landscape mode. Enter test Swype by sliding your finger across letters to spell words (see Swype).You can also use the Google Voice typing option to enter text using your voice (see Google Voice Typing).

Samsung Keyboard

The Samsung keyboard offers a traditional QWERTY keyboard setup for entering text by tapping keys (like on a computer), along with enhancements and options that allow you to enter text faster and more accurately, such as continuous key input, personalized usage dictionaries, and more.

Portrait Landscape

Assigning the Samsung Keyboard for Text Entry

If you have multiple text input methods installed on your device, you can select the Samsung keyboard to be your default text input method from Settings, or you can choose it at any time while entering text.

Note: The Samsung keyboard is the default text input method on your phone. Additional keyboards and input methods are available for download at the Google Play Store. See Google Play Store.

From Settings:

- From home, tap **Apps** > **Settings** > **My device** tab > **Language and input** > **Default**, and then choose **Samsung keyboard**.

While entering text:

1. While entering text, drag down from the top of the screen to open the Notification Panel.
2. Tap **Choose input method**, and then choose **Samsung keyboard**.

Use Samsung Keyboard to Enter Text

- Tap keys to enter text. While entering text, use these options:
  - If you make a mistake, tap to delete incorrect characters. Touch and hold to delete a whole word or field.
  - Tap to change the case of the text (the arrow will turn blue). Tap twice to switch to all capitals (the key will turn blue).
  - Tap 123 Sym to switch to a symbols keyboard, to enter symbols. There are two symbol keyboards.
  - Touch and hold to switch to Google Voice typing to enter text by speaking. See Google Voice Typing.
  - If you have more than one language selected in Samsung Keyboard settings, you can swipe your finger over English(US) to switch between languages.

Configure Samsung Keyboard

- From home, tap **Apps** > **Settings** > **My device** tab > **Language and input**, and then tap beside **Samsung keyboard**.

Google Voice Typing

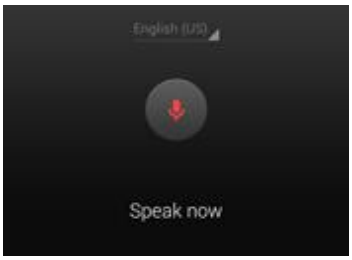
Google Voice typing uses Google voice recognition to convert speech to text.

Use Google Voice Typing to Enter Text

1. While entering text, drag down from the top of the screen to open the Notification Panel, and then tap **Choose input method** > **Google voice typing**.

   – or –

   Touch and hold from the Samsung keyboard.

2. Speak into the microphone and watch your text being entered onscreen.
3. If the text is incorrect, tap **DELETE**.
4. Once you have completed entering your text, tap . The onscreen keyboard will reappear.

Note: Select a language from the menu at the top of the **Listening** area. Tap **Add more languages** to assign a new language via the Google voice typing menu. Removing the check mark from the **Automatic** field allows you to select additional languages.

Configure Google Voice Typing

- From home, tap **Menu** > **Settings** > **My device** tab > **Language and input**, and then tap beside **Google voice typing**.

Swype

Swype lets you enter words by tracing over the letters on the virtual QWERTY keyboard. Instead of tapping each key, use your finger to trace over each letter of a word. You can also tap letters to enter words.

Swype provides next-letter prediction and regional error correction, which can compensate for tapping the wrong keys on the virtual QWERTY keyboards.

Use Swype to Enter Text

1. From a screen where you can enter text drag down from the top of the screen to open the Notification Panel, and then tap **Choose input method** > **Swype**.
2. Swipe your finger continuously over the letters to form a word. As you swipe over letters, words matching your pattern display at the top of the Swype keyboard. To enter a word, lift your finger, or tap a word at the top of the keyboard.

   For example, to enter the word “this”, slide your finger between the letters to spell **t-h-i-s**.

3. While entering text, use these options:

   - If you make a mistake, tap to delete a single character. Touch and hold to delete an entire word or field.
   - By default, Swype starts with a capital at the beginning of text. Tap to start with a capital letter, or tap twice to enter all capitals.
   - Tap to switch to a symbols keyboard, and then tap keys to enter symbols.

Configure Swype

Choose Swype options.

- From home, tap **Menu** > **Settings** > **My device** tab > **Language and input**, and then tap next to **Swype**.

Tips for Editing Text

Your phone gives you many options to make entering text easier, including copying, cutting, and pasting text, using voice-to-text input, customizing the user dictionary, using predictive text, and more.

- **Select all**: Highlights all the text in the field.
- **Cut**: Removes the selected text and saves it to the clipboard.
- **Copy**: Copies the selected text to the clipboard.
- **Paste**: Insert the last copied or cut text into the current field.
- **Clipboard**: Display the clipboard to choose previously cut or copied text.

Google Account

You will need a Google Account to access several phone features such as Gmail, Google Maps, Hangouts, and the Google Play applications. Before you are able to access Google applications, you must enter your account information. These applications sync between your phone and your online Google Account.

Google Account Cautions

Be sure not to forget your Google Account ID or password.

Create a Google Account

If you do not already have a Google Account, you can create one online or by using your phone.

Note: You can also create and sign into your Google/Gmail account through your phone's Setup application.

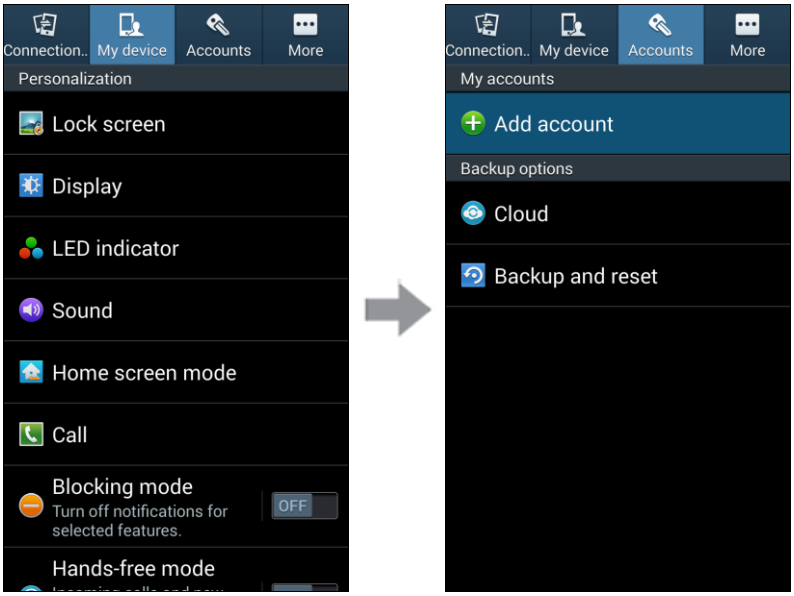
Note: Although you need a Gmail account to use certain features of your phone, such as Google Play, you do not need to use Gmail as the default account for your phone.

Create a Google Account Online

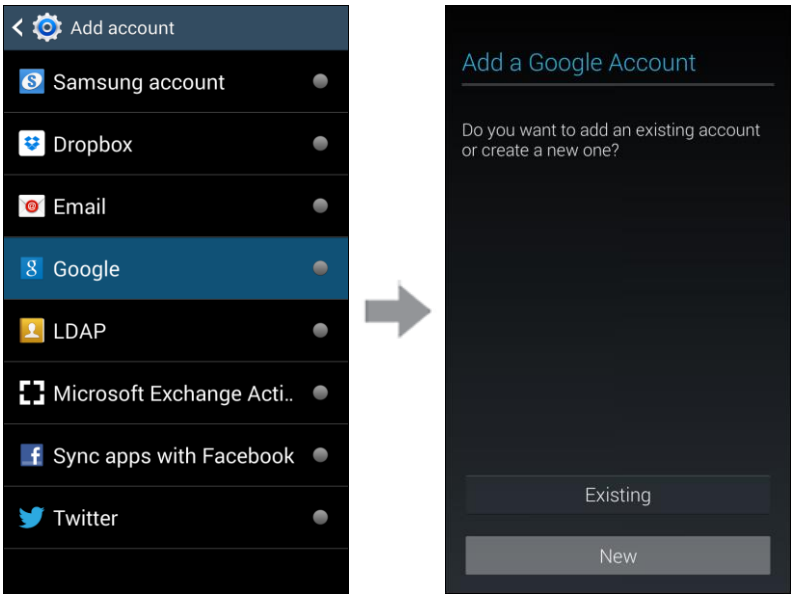
1. From a computer, launch a Web browser and navigate to google.com.
2. On the main page, click **Existing** or **New**.
3. Follow the onscreen prompts to create your free account.
4. Look for an email from Google in the email box you provided, and respond to the email to confirm and activate your new account.

Create a Google Account Using Your Phone

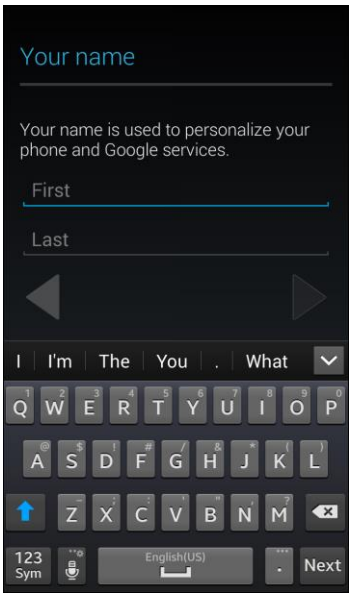
1. From home, tap **Apps** > **Settings** > **Accounts** tab > **Add account**.



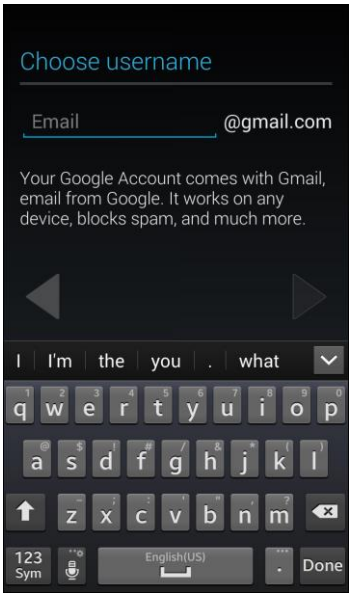
2. Tap **Google** and then tap **New**.



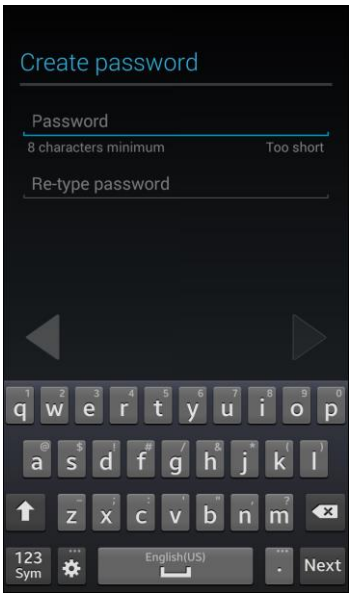
3. Enter your **First name** and **Last name**, and then tap **Next** ▶.



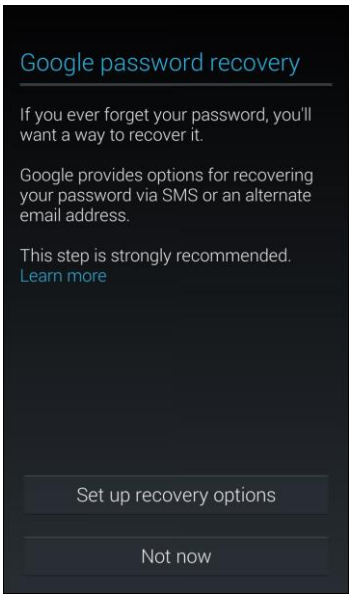
4. Enter a desired **Username**, and then tap **Next** ▶.



5. When prompted, enter and reenter a password.

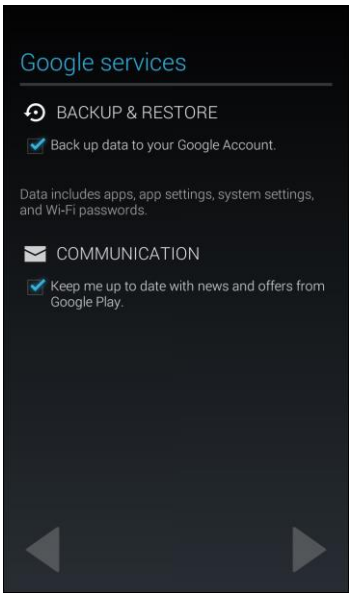


6. Create a security question and answer, enter a secondary email address to help you recover your password if you ever lose it, and then tap **Next** ▶.

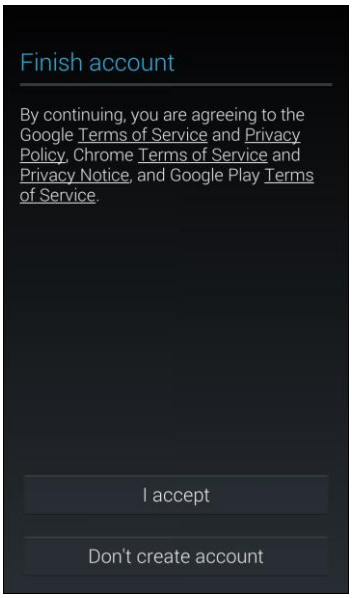


Note: When setting up a new Google Account, either on your phone or online, you will be prompted to add a secondary email address. Enter a second Gmail address or any other email address from which you currently send and receive email. This address is used to authenticate your account should you ever encounter problems or forget your password. It is strongly encouraged for Android users so you can regain access to Google services and purchases on your phone.

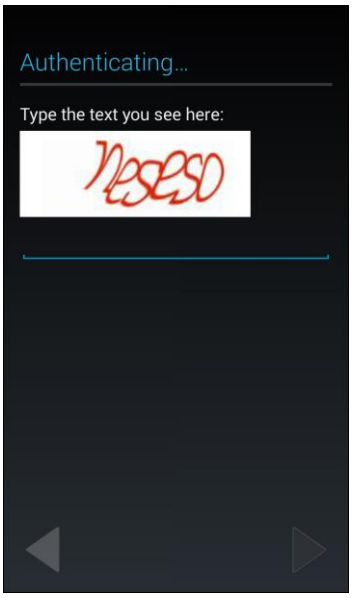
7. Configure your Google data backup and communication, and then tap **Next** ▶.



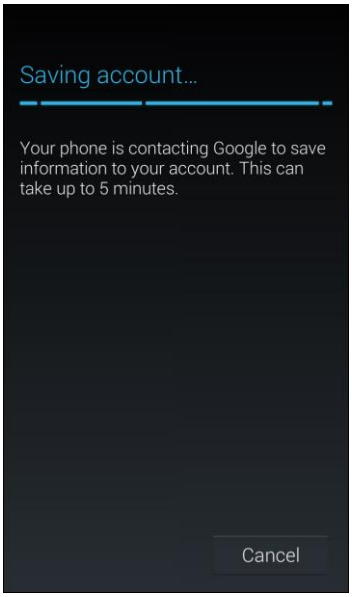
8. Read the Google Terms of Service, Privacy Policy, and other legal documents, and then tap **I accept**.



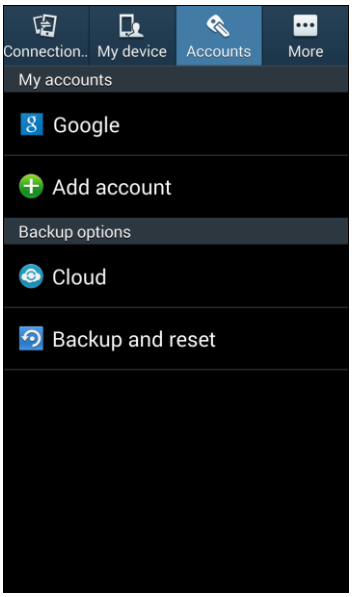
9. Enter the letters from the Authenticating screen and then tap **Next** ▶.



10. Your phone connects with the Google servers and saves your account information.



11. Your Google account is listed in Settings under My accounts.

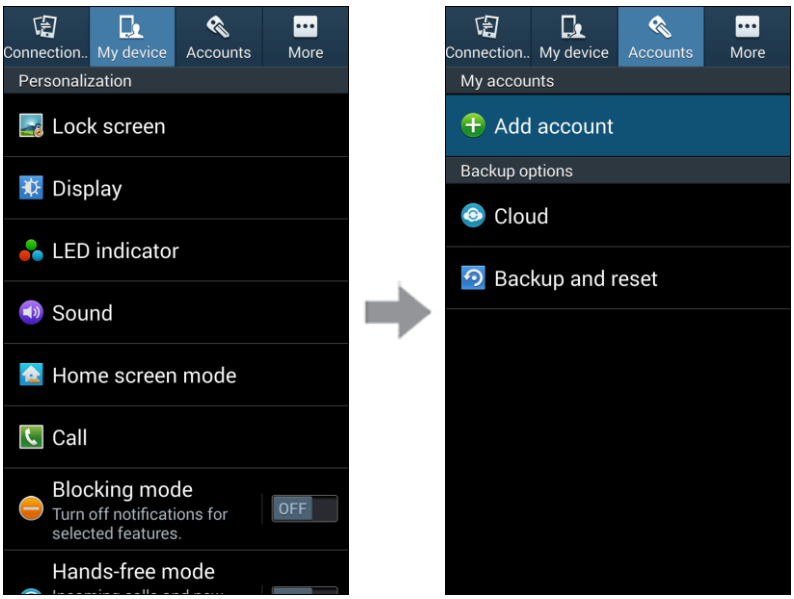


❖ You are signed in to your Google Account.

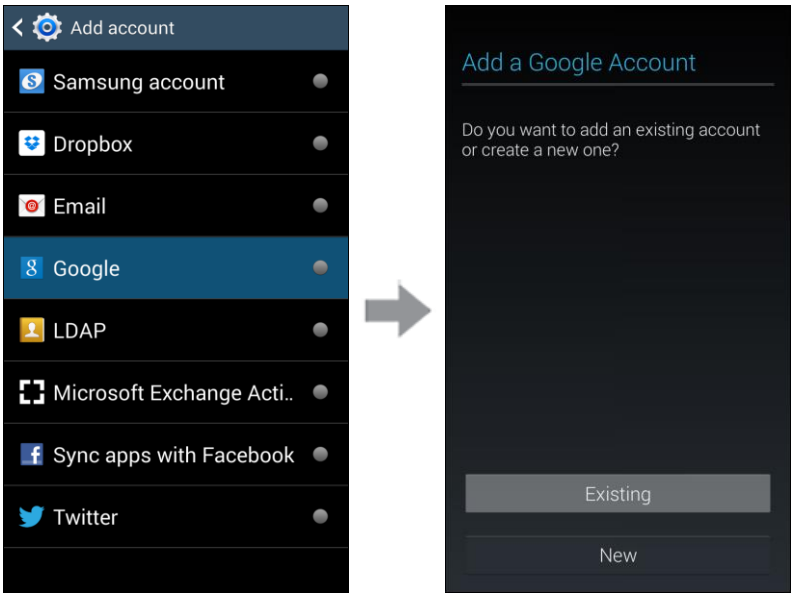
Sign In to Your Google Account

If you have a Google Account but have not yet signed in with your phone, follow these instructions to sign in to your Google Account.

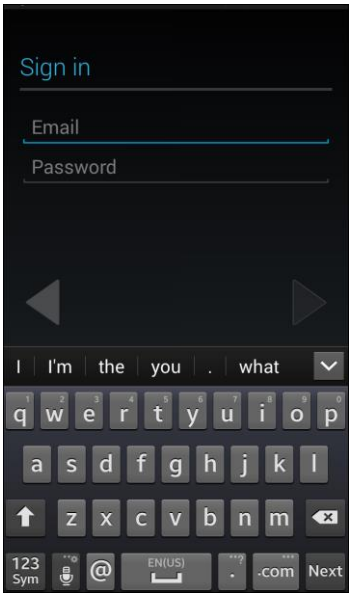
1. From home, tap **Apps** > **Settings** > **Accounts** tab > **Add account**.



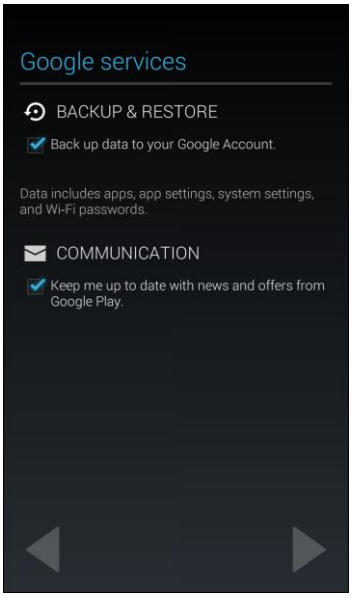
2. Tap **Google** and then tap **Existing**.



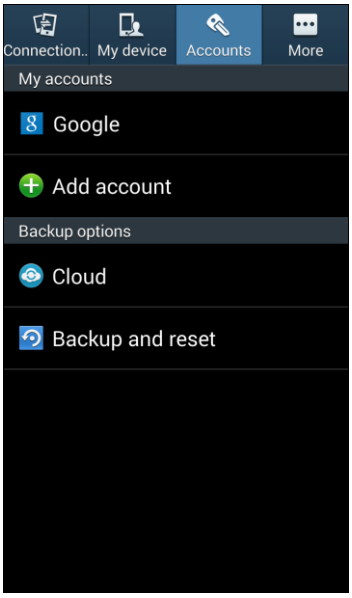
3. Enter your Gmail username and password, and then tap **Next** ▶.



4. Choose whether or not to back up your data to your Google Account and whether to receive communications from Google.



5. Your Google account is listed in Settings under Accounts.



❖ You are now signed in to your Google Account, and your phone will start synchronizing with your Google Account.

Google Play Store

Google Play Store is the place to go to find new Android apps, books, movies, and music for your phone. Choose from a wide variety of free and paid content ranging from productivity apps and games to bestselling books and blockbuster movies and music. When you find what you want, you can easily download and install it on your phone.

To access the Google Play Store app, you must first connect to the Internet using your phone's Wi-Fi or mobile data connection and sign in to your Google Account. See Browser and Sign In to Your Google Account for details.

Installing Applications

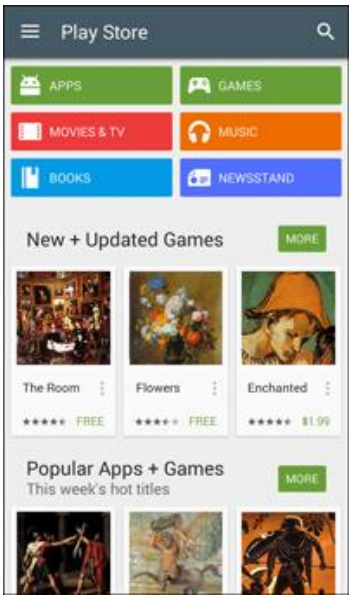
Many different kinds of applications can be installed on your phone from Google Play (provided by Google Inc.). The company is not responsible in any way for user-installed applications (quality, reliability, legality, fitness for a purpose, credibility, accuracy, etc.) or resulting malfunctions (viruses, etc.).

Important: Our policies often do not apply to third-party applications. Third-party applications may access your personal information or require us to disclose your customer information to the third-party application provider. To find out how a third-party application will collect, access, use, or disclose your personal information, check the application provider's policies, which can usually be found on their website. If you aren't comfortable with the third-party application's policies, don't use the application.

Find and Install an App

When you install apps from Google Play app and use them on your phone, they may require access to your personal information (such as your location, contact data, and more) or access to certain functions or settings of your phone. Download and install only apps that you trust.

1. From home, tap **Apps** > **Play Store** .



2. When you open the Google Play Store app for the first time, the Terms of Service window will appear. Tap **Accept** to continue.

3. Browse through the categories (**APPS**, **GAMES**, **MOVIES & TV**, **MUSIC**, **BOOKS**, or **NEWSSTAND**), find an item you are interested in, and tap the name.

   - Browse through featured apps. Scroll through the list of featured apps when you open Google Play.

   - Search for an app. Tap on the Google Play Home screen, enter the name or type of app you are looking for, and then tap on the keyboard.

4. Tap an app to read a description about the app and user reviews.

5. Tap **Install** (for free applications) or the price (for paid applications).

Note: You need a Google Wallet account to purchase items on Google Play. See Google Wallet to set up a Google Wallet account if you do not have one.

6. The subsequent screen notifies you whether the app will require access to your personal information or access to certain functions or settings of your phone. If you agree to the conditions, tap **ACCEPT** (for free apps) or **ACCEPT** and then **BUY** (for paid apps) to begin downloading and installing the app.

   - If you selected a paid application, after tapping **OK**, you are redirected to the Google Wallet screen to pay for the application before it's downloaded to your phone.

   ❖ The selected app is downloaded and installed on your phone.

Warning: **Read the notification carefully!** Be especially cautious with applications that have access to many functions or a significant amount of your data. Once you tap **OK** on this screen, you are responsible for the results of using this item on your phone.

Purchasing Applications

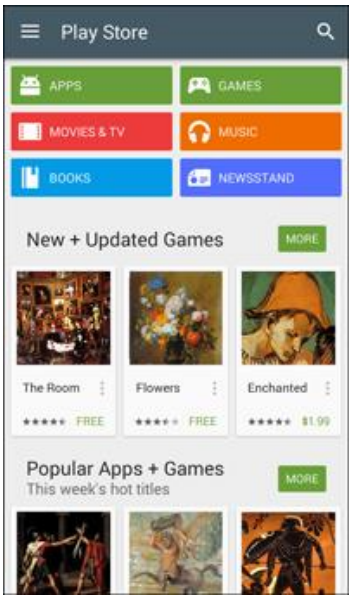
Purchase apps at your own risk. The company is not responsible for any disadvantage resulting for user or third parties.

Request a Refund for a Paid App

If you are not satisfied with an app, you can ask for a refund within 15 minutes of the purchase. Your credit card is not charged and the app is uninstalled from your phone.

If you change your mind, you can install the app again, but you can't request a refund a second time.

1. From home, tap **Apps** > **Play Store** .



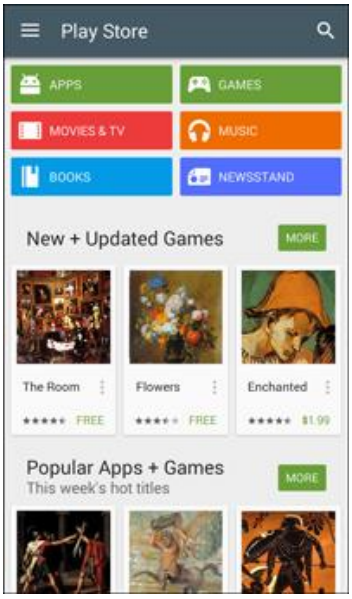
2. Tap **Menu** > **My Apps**.
3. Tap the app to uninstall for a refund. The details screen for the app opens.
4. Tap **Refund**, and then tap **Yes** to confirm. Your app is uninstalled and the charge is cancelled.

Update an App

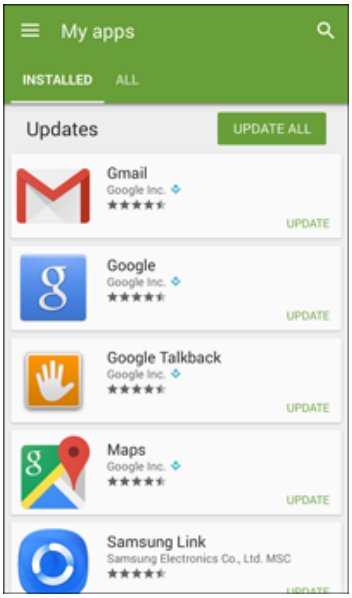
Depending on your settings, many apps will update automatically, or you can update apps directly from the Play Store app.

Update an App Directly

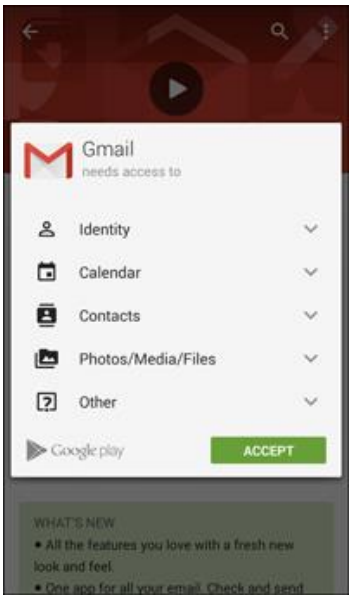
1. From home, tap **Apps** > **Play Store** .



2. Tap **Menu** > **My apps**.



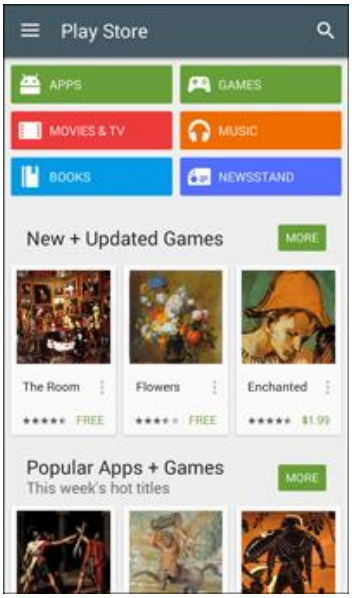
3. Tap the app you want to update, and then tap **Update** > **Accept**.



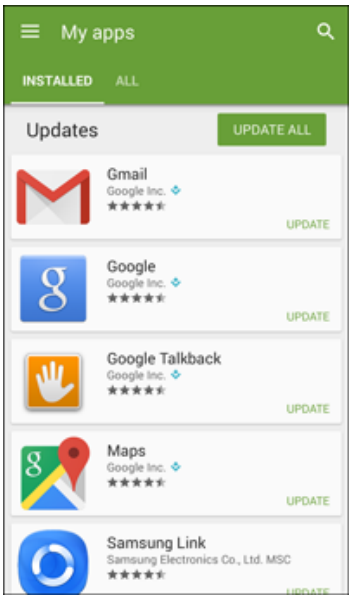
❖ The app update is downloaded and installed.

Set Automatic App Updates

1. From home, tap **Apps** > **Play Store** .



2. Tap **Menu** > **My apps**.



3. Tap the app you want to set for auto-update, and then tap **Menu** > **Auto-update**.

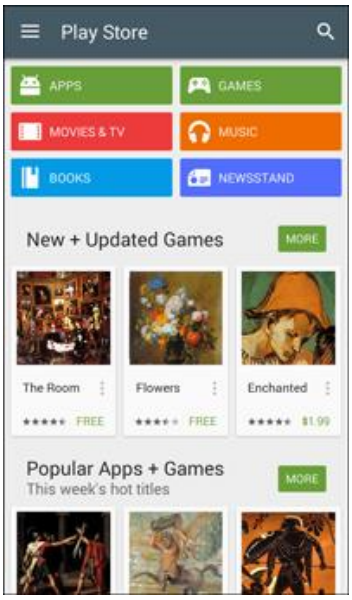
- The app is set to update automatically whenever an update becomes available.

Note: Automatic updates are unavailable for some apps.

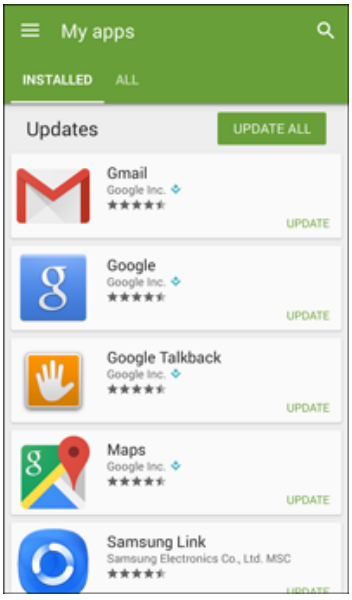
Uninstall an App

You can uninstall any app that you have downloaded and installed from Google Play.

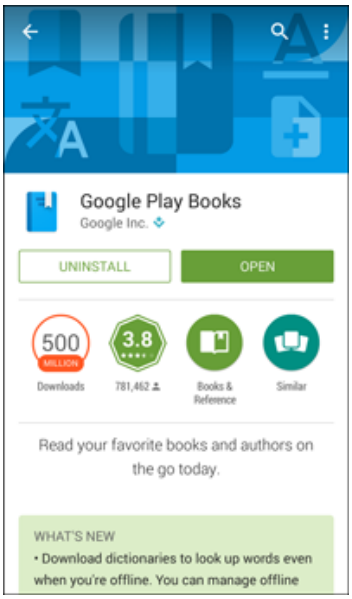
1. From home, tap **Apps** > **Play Store** .



2. Tap **Menu** > **My apps**.



3. On the Installed screen, tap the app you want to uninstall, and then tap **Uninstall** > **OK**.

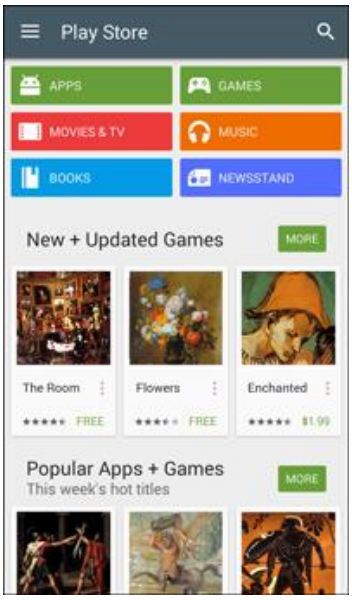


❖ The app is uninstalled and removed from your phone. .

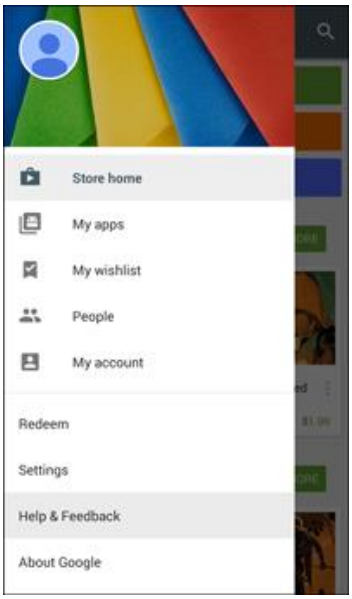
Get Help with Google Play

The Google Play Store app offers an online help option if you have questions or want to know more about the app.

1. From home, tap **Apps** > **Play Store** .



2. Tap **Menu** > **Help & Feedback**.



- The Web browser will take you to the Google Play Help Web page, where you will find comprehensive, categorized information about Google Play.

Lock and Unlock Your Screen

Your phone allows you to quickly turn the screen off when not in use and to turn it back on and unlock it when you need it.

Turn the Screen Off When Not in Use

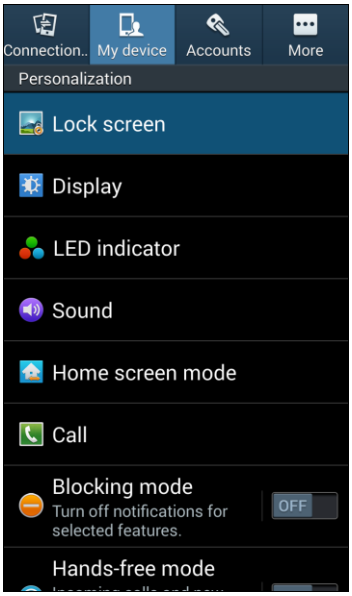
- To quickly turn the screen off, press the **Power/Lock Key**. Pressing the **Power/Lock Key** again or receiving an incoming call will turn on your phone screen and show the Lock screen.

To save battery power, the phone automatically turns off the screen after a certain period of time when you leave it idle. You will still be able to receive messages and calls while the phone's screen is off.

Note: For information on how to adjust the time before the screen turns off, see Display and Wallpaper Settings.

Turn the Screen On and Unlock It

1. To turn the screen on, press the **Power/Lock Key**.



   - ❖ The Lock screen appears.

2. Swipe your finger across the screen to unlock it.

   - ❖ The screen is unlocked.

   - ▪ If you have set up a screen lock, you will be prompted to draw the pattern or enter the password or PIN. See Screen Lock.

Update Your Phone

From time to time, updates may become available for your phone. You can download and apply updates through the **Settings** > **More** tab > **System update** menu.

Software Update Cautions

During update: The phone cannot be used until the software update is complete. It may take time to update your phone's software.

Signal during update: Update your phone where signal reception is good, and do not change location during the update process. Make sure the battery is adequately charged before beginning an update. A weak signal or low battery during an update may cause the update to fail. An update failure may disable the phone.

Other functions during update: Other phone functions cannot be used during a software update.

Update Your Phone Software

You can update your phone's software using the **System update** option.

Before Updating Your Phone

Updating your phone may result in a loss of saved data depending on the condition of your phone (malfunctioning, damaged, water seepage, etc.). You must back up all critical information before updating your phone firmware.

Back Up All Data Prior to Update

To back up your Google information:

1. From home, tap **Apps** > **Settings** > **Accounts** tab > **Google** > **[your Google account]**.
2. Tap Sync all to back up your Google information.
   - Tap your Google account field to reveal the account's synchronization settings screen.

To back up your Exchange Mail information:

1. From home, tap **Apps** > **Settings** > **Accounts** tab > **Microsoft Exchange ActiveSync**.
2. Tap the sync icon within the Corporate account field to reveal the account's synchronization settings screen.
3. Toggle the onscreen checkmark to manually synchronize the desired parameters (Contacts or Calendar).

To back up your Google apps:

Your Google app purchases are reloaded remotely and can be re-installed after the update is applied.

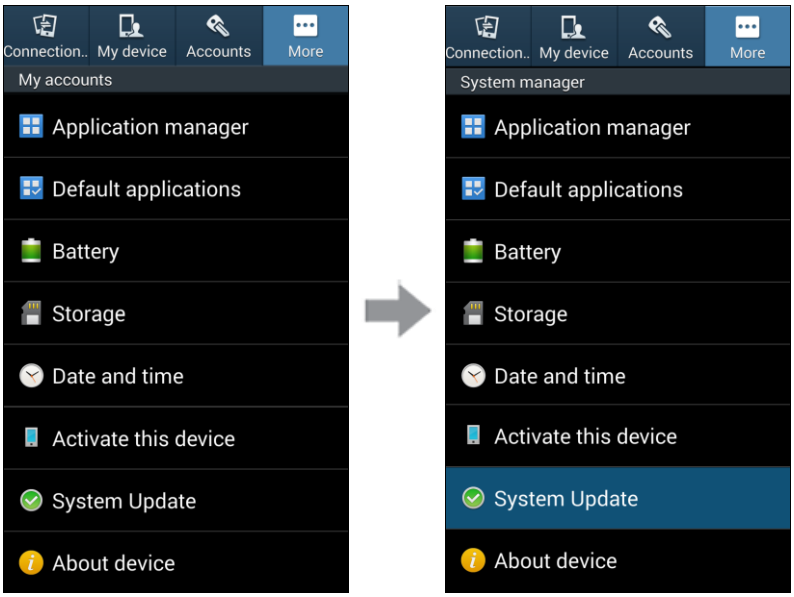
1. From home, tap **Apps** > **Play Store**.
2. Tap **Menu** > **My apps** > **All** tab.
3. Scroll through the list of previously downloaded Google apps and choose those you wish to reinstall.
4. Follow the onscreen instructions.

As an added precaution, to preserve any data on your microSD card (not included), please unmount it from your phone prior to starting the update process. From home, tap **Apps** > **Settings** > **More** tab > **Storage** > **Unmount SD card**.

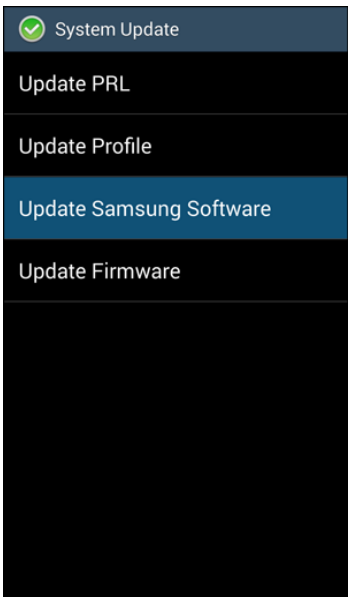
Update Your Phone's Software

Once you have backed up all your data, use the **Update now** option to update your phone's software.

1. From home, tap **Apps** > **Settings** > **More** tab > **System update**.



2. Tap **Update Samsung Software**.



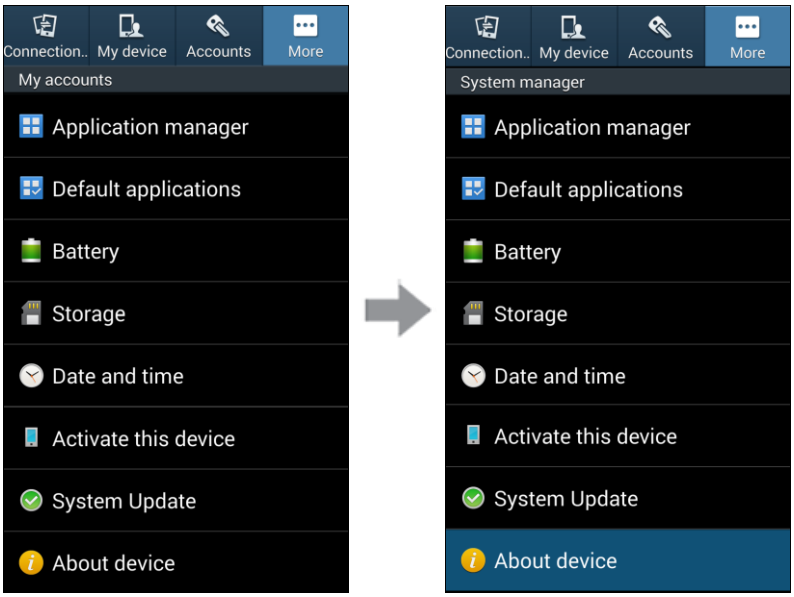
   ❖ Your phone automatically downloads and installs any available updates. You may be required to power your phone off and back on to complete the software upgrade.

   – or –

1. Locate the System update available icon in notifications.
2. Drag the Status Bar down.
3. Tap to open the System updates screen.
4. Tap **Download** and follow the onscreen instructions.
   - The downloading icon appears within the Status Bar to indicate the phone is downloading the necessary files.
5. Tap **Restart** and install to complete the process.

Confirm Your Current Phone Firmware

1. From home, tap **Apps** > **Settings** > **More** tab > **About device**.

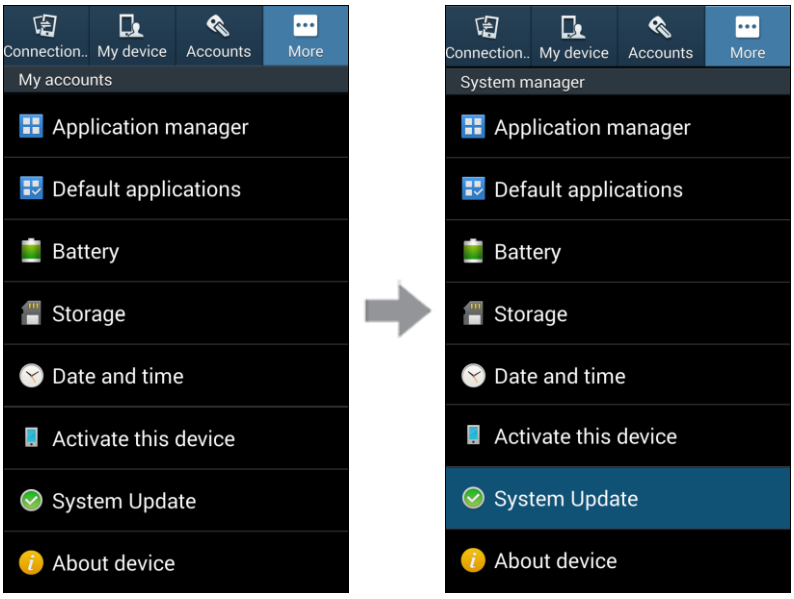


2. Locate the Baseband version read-only field.

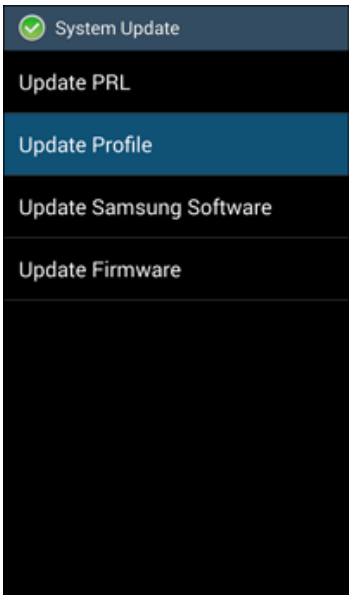
Update Your Profile

This option allows you to automatically update your online user profile information. If you choose to change your user name and select a new one online, you must then update the user name on your phone.

1. From home, tap **Apps** > **Settings** > **More** tab > **System update**.



2. Tap **Update Profile**.



3. Follow the onscreen instructions.

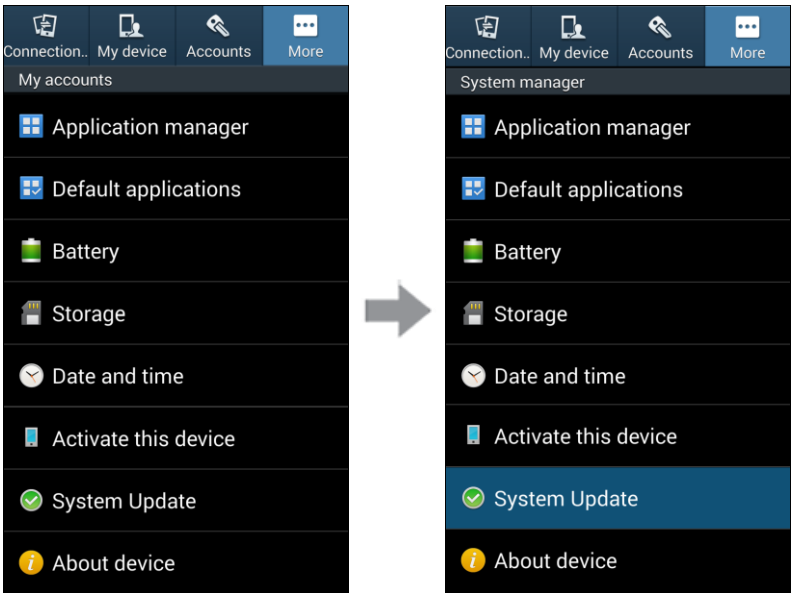
    ❖ The phone will download and install the profile update and you will see a confirmation when complete.

Note: If your data services or account syncing ever seems to go out unexpectedly, use this feature to reconnect with the network.

Update Your PRL

This option allows you to download and update the PRL (preferred roaming list) automatically.

1. From home, tap **Apps** > **Settings** > **More** tab > **System update**.



2. Tap **Update PRL**.

3. Follow the onscreen instructions.

   ❖ The phone will download and install the PRL update and you will see a confirmation when complete.

Your Phone Interface

The following topics describe how to use and customize your phone's Home screen, understand the Status Bar, and use the Notification Panel.

Home Screen Basics

The Home screen is the starting point for your phone's applications, functions, and menus. You can customize your Home screen by adding application icons, shortcuts, folders, widgets, and more.

Home Screen Layout

Your Home screen extends beyond the initial screen. Swipe the screen left or right to display additional screens.

Item	Description
Status Bar	The Status Bar displays icons to notify you of your phone's status (on the right side) and notifications (on the left side).
Notification Area	The notification area of the Status Bar (on the left) displays notifications for incoming messages, missed calls, application updates, and more.
Status Area	The status area of the Status Bar (on the right) displays phone and service status information such as signal strength, battery status, Wi-Fi and data connectivity, ringer status, and time.
Widget	Widgets are self-contained onscreen apps that reside on your phone's Home screen.
Application Icons	Application icons are shortcuts to favorite applications. You can add and remove these shortcuts as you wish.
Primary Shortcuts	Primary shortcuts are application shortcuts that appear in the same location on all of your phone's Home screens. These are customizable except for the Applications (Apps) shortcut, which remains static.
Applications (Apps) List	Tap to open the applications (apps) list. The apps list key is a primary shortcut available from all Home screens.

Note: Your phone's Home screens cycle through so that you can keep swiping in one direction and make it back to the main Home screen. The small circles above the primary shortcuts let you know your current screen position.

Tip: Press **Home** to return to the main Home screen from any other screen.

Extended Home Screens

In addition to the main Home screen, your phone features extended Home screens to provide more space for adding icons, widgets, and more. Press **Home** to display the main Home screen and then drag across the screen to move from the main screen to an extended screen.

There are up to six extended screens available in addition to the main Home screen.

- Swipe left or right to go to an extended Home screen.
- While on an extended screen, press **Home** to return to the main Home screen.

Note: You cannot add more screens, unless you have previously deleted any of the existing screens. The maximum number of home screens is seven.

To go directly to a particular screen:

1. From any home screen, pinch the screen to display thumbnail images of all screens.

   – or –

   Press **Home**, and then tap **Menu** > **Edit page**.
2. Tap the screen you want to open.

Recent Apps

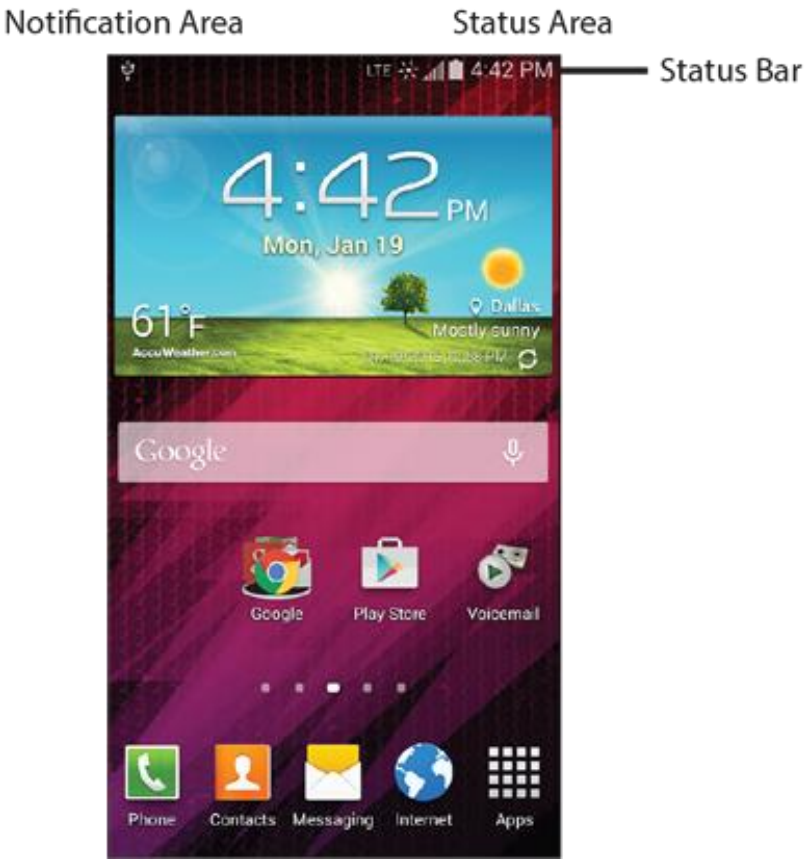
You can access recently used applications through a display of shortcuts to the applications themselves.

1. Press and hold **Home** from any screen to display recently used apps.
2. Tap an image to open the application.

Status Bar

The Status Bar at the top of the Home screen provides phone and service status information on the right side and notification alerts on the left. To view the Notification Panel or access the quick settings menu, slide your finger down from the top of the screen.

Status Bar Layout



Main Notification Icons

Icon	Notification
	Missed call
	New voicemail
	New email
	New Gmail
	New text or MMS message
	New Hangout message
	Event
	USB connection
	Alarm
	Warning
	Update available
	Update downloading
	Update successful
	Keyboard active
	More notifications available (drag down to view)

Main Status Icons

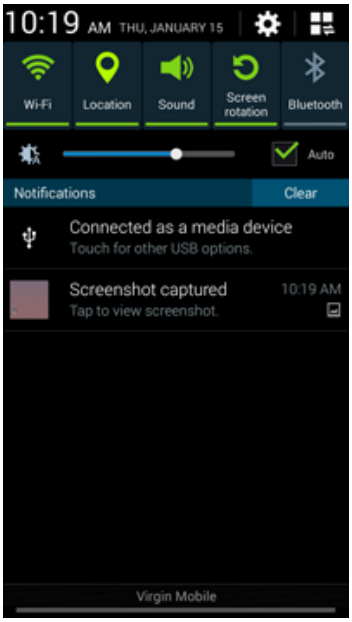
Icon	Status
	Bluetooth® active
	GPS active
	Wi-Fi® active
	Downloading
	Vibrate
	Speakerphone active
	Network (full signal)
	Network (roaming)
	3G (data service)
	Airplane mode
	Sync active
	Battery (charging)
	Battery (full charge)

Notification Panel

Drag the Status Bar down to open the Notification Panel. From there, you can check notifications, download updates, open messaging apps, use the quick settings menu, and more.

Open the Notification Panel

- Slide your finger down from the top of the screen to display the Notification Panel.



  - ❖ The Notification Panel opens. To check notifications, tap an item in the list.

Close the Notification Panel

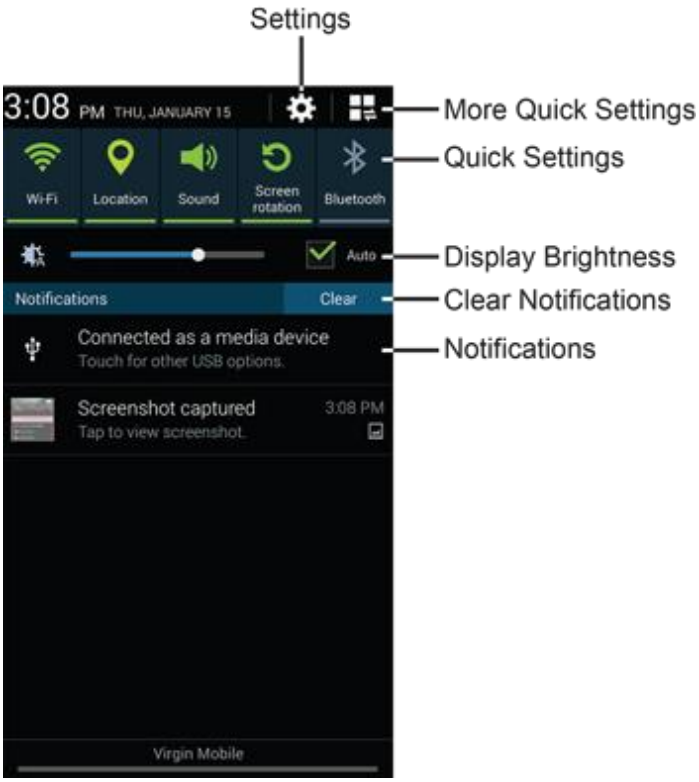
- Drag the Notification Panel up. (Slide your finger up from the bottom of the screen.)

  – or –

  Tap **Back** to close the Notification Panel.

Notification Panel Layout

The Notification Panel gives you access both to notifications and the quick settings menu.



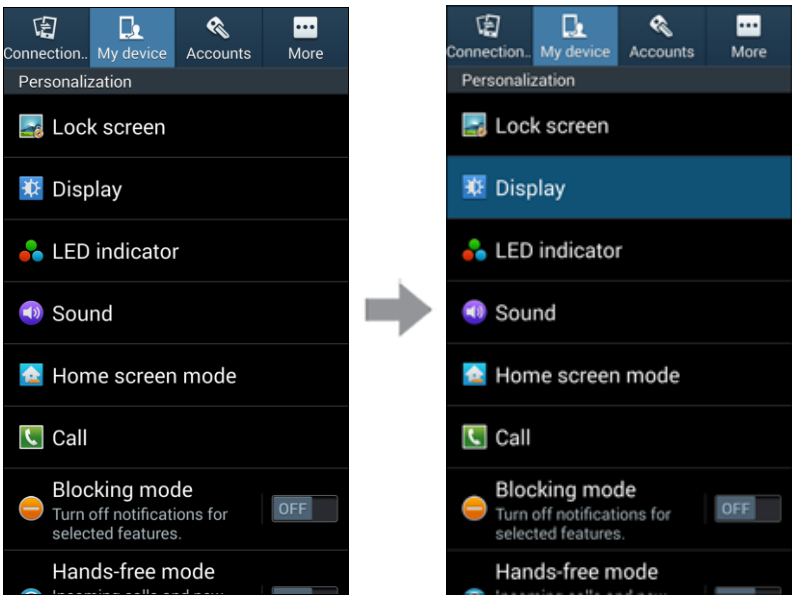
Multi Window

Multi window allows you to use two apps on the same screen, in separate, resizable windows.

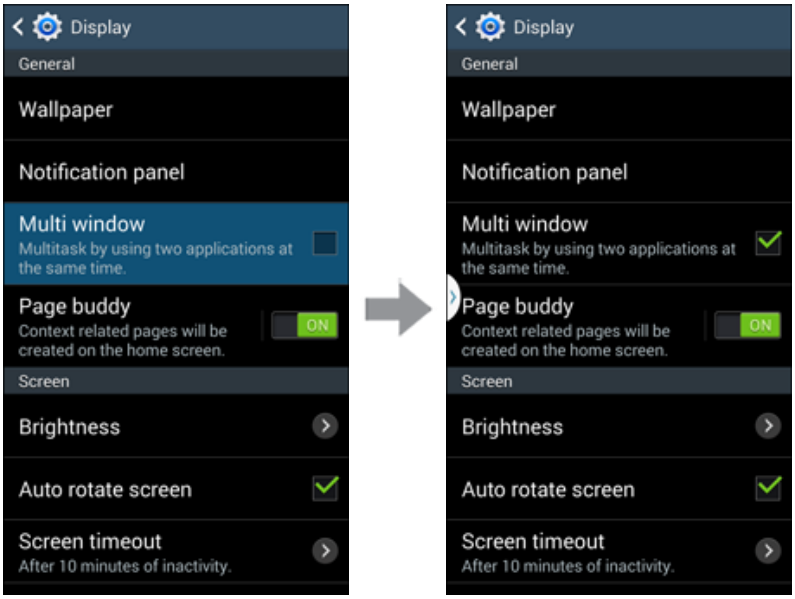
Enable Multi Window

Enable Multi window in the Display settings.

1. From home, tap **Apps** > **Settings** > **My device** tab > **Display**.



2. Tap **Multi window** to enable the feature.



❖ Multi window is enabled and displays on the left side of the screen.

Note: You can also turn Multi window on and off from the Notification Panel. See Notification Panel for more information.

Display Multi Window

After you enable Multi window in Display settings, you can control whether Multi window displays on the screen for easy access to its features.

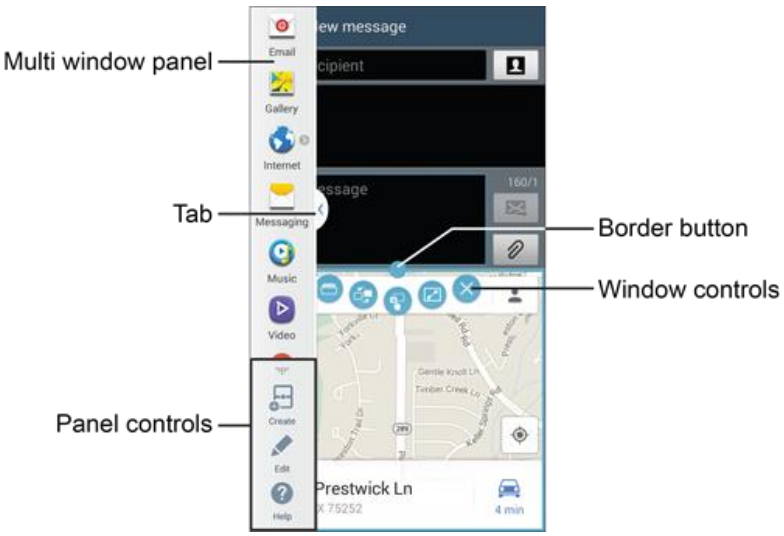
When Multi window is enabled, it displays on the left side of the screen by default. You can drag the tab along the side of the screen, or drag the Multi window tray to the other side of the screen.

- To display Multi window, touch and hold the **Back Key** .

Work with Multi Window

After enabling Multi Window, you can use it to run two apps at the same time. You can launch apps from Multi window, or drag an app to the screen to run multiple apps at the same time.

The apps display together on a split screen. You can switch between the apps, adjust the size of their display on the screen, and copy information from one app to the other.



1. Touch and hold the **Back Key** to display the tray, and then drag apps to the windows.
2. You can also use these Multi window options:
   - **Adjust the Size of Apps in Multi Window**: Drag the border between the windows to a new position.
   - **Multi Window Toolbar**: Tap the button at the center of the border between the windows to display the Multi window toolbar:
     - **Switch windows**: Switch the two apps' locations.
     - **Move content**: Enables drag and drop. In selected apps, you can you can tap text in a window, or tap the window, and then drag to copy content to the app in the other window.

- **Open in full screen view**: Open the active app in full screen view.
- **Close application**: Closes the active application.

Tip: In Multi window, the currently active application will have an outline around it.

Customize the Home Screen

Learn how to set the wallpaper and add, move, or remove shortcuts, widgets, and folders from the Home screen.

Operations for Rearranging the Home Screen

- **Moving Widgets and Icons**: From home, touch and hold an item and then drag it to the desired location.
- **Deleting Widgets and Icons**: From home, touch and hold an item and then drag it to **Remove**.

Change the Wallpaper

Select and assign your phone's background wallpaper.

1. From home, tap **Menu** > **Set wallpaper**.

- You can also access the wallpaper menu through settings. From home, tap **Apps** > **Settings** > **My device** tab > **Display** > **Wallpaper**.

2. Select which wallpaper to set:
    - **Home screen** to set the background wallpaper for your Home screen.
    - **Lock screen** to set the wallpaper for your phone's Lock screen.
    - **Home and lock screens** to set the same wallpaper for both your Home screen and your Lock screen.
3. Select a wallpaper and follow the prompts.
    - ❖ The wallpaper is set.

Add Shortcuts to the Home Screen

You can add shortcuts for quick access to favorite apps from the Home screen.

1. From home, tap **Apps** .

    - ❖ The Apps list opens.
2. Touch and hold an app icon.
    - ❖ The icon will disengage and you will see thumbnails of your Home screens.
3. Drag the icon to an empty location on one of the Home screens.
    - ❖ The shortcut is added to the Home screen.

Add Widgets to the Home Screen

You can add widgets to your phone's Home screen. Widgets are self-contained apps that display on a Home screen. Unlike a shortcut, the Widget works like as an onscreen application. There are all kinds of widgets, including links to a specific contact, Internet bookmarks, Gmail and email accounts, and many others.

1. From home, tap **Menu** > **Add apps and widgets**.

2. Tap the **Widgets** tab.

3. Touch and hold a widget icon.
   - ❖ The icon will disengage and you will see thumbnails of your Home screens.

4. Drag the icon to an empty location on one of the Home screens.

    ❖ The widget is added to the Home screen.

Add Folders to the Home Screen

You can group Home screen shortcuts into folders for convenient access.

1. From home, touch and hold a shortcut you want to place in a folder, and then drag it to **Create folder** .

2. Type a name for the folder and tap **OK**.

    ❖ A new folder is created.

3. To add more app shortcuts to the folder, touch and hold a shortcut and drag it on top of the new folder.

    ❖ The new shortcut is added to the folder.

Change Folder Names

Once you have added folders, you can change the name easily from the folder display.

1. From home, tap the folder to open it, and then tap the folder name.
2. Type a new name and then tap **Done**.

Phone App

The following topics outline the use of your device's phone app to place and receive calls, use voicemail, set up and manage contacts, and more.

Place and Answer Calls

The following topics describe how to directly dial calls, how to answer incoming calls, and how to use the in-call screen options.

Adjust In-Call Volume

- **Adjusting Call Volume**: Press the **Volume Key** up or down during the call.

Troubleshooting

Problem: Difficulty during call.

Solution 1: It may not be possible to make a call properly in a noisy location.

Solution 2: When calling using the speaker, check the call volume. Raising the call volume may make calling difficult.

Problem: Sound pops momentarily during a call.

Solution: Are you changing location while calling? Sound pops when signal is weak and the phone switches to a different area.

Call Using the Phone Dialer

The most “traditional” way to place a call is by using the phone’s dialer screen.

1. From home, tap **Phone** to display the phone screen.

   - The phone app opens. If necessary, tap the **Keypad** tab to display the dialer screen.

2. Tap the number keys on the dial pad to enter the phone number.

   - As you enter digits, Smart Dial searches for contacts that match. If you see the number you want to dial, tap it to automatically enter the rest of the phone number.

3. Tap to call the number.

   - ❖ The phone dials the number. The call begins when the other party answers.

4. To end the call, tap .

   - ❖ The call ends.

Troubleshooting

Problem: Call does not connect.

Solution 1: Was the number dialed using the correct area code?

Solution 2: Are you in an area with poor wireless coverage? Try calling again from another area.

Call Emergency Numbers

You can place calls to 9-1-1 even if the phone's screen is locked or your account is restricted.

To call the 9-1-1 emergency number when the phone's screen is locked with a screen lock:

1. From the Lock screen, tap **Emergency call**.
2. Tap .

   - ❖ As long as you are in an area covered by wireless service, the emergency call is placed.

To call the 9-1-1 emergency number normally or when your account is restricted:

1. Unlock the screen. For more information, see Lock and Unlock Your Screen.
2. From home, tap **Phone** > **Keypad** tab.

3. Tap 9 WXYZ 1 1 .

   ❖ As long as you are in an area covered by wireless service, the emergency call is placed.

Enhanced 9-1-1 (E9-1-1) Information

This phone features an embedded Global Positioning System (GPS) chip necessary for utilizing E9-1-1 emergency location services where available.

When you place an emergency 9-1-1 call, the GPS feature of your phone seeks information to calculate your approximate location. Depending on several variables, including availability and access to satellite signals, it may take up to 30 seconds or more to determine and report your approximate location.

Important: Always report your location to the 9-1-1 operator when placing an emergency call. Some designated emergency call takers, known as Public Safety Answering Points (PSAPs), may not be equipped to receive GPS location information from your phone.

Answer Phone Calls

The following information lets you know how to answer incoming calls, mute the ringer on incoming calls, reject incoming calls, and more.

When you receive a phone call from a contact, the Incoming call screen appears and displays the caller ID icon, name, and phone number of the calling party. When you receive a phone call from someone who is not stored in Contacts, only the default caller ID icon and phone number appear on the Incoming call screen.

Note: If your phone is turned off, all calls automatically go to voicemail.

Answer an Incoming Call

1. When a call arrives, drag to the right to answer it.

   ❖ The call begins.

2. To end the call, tap

.

❖ The call ends.

Mute the Ringing Sound

To mute the ringer without rejecting the call, press the **Volume Key** down.

Reject an Incoming Call

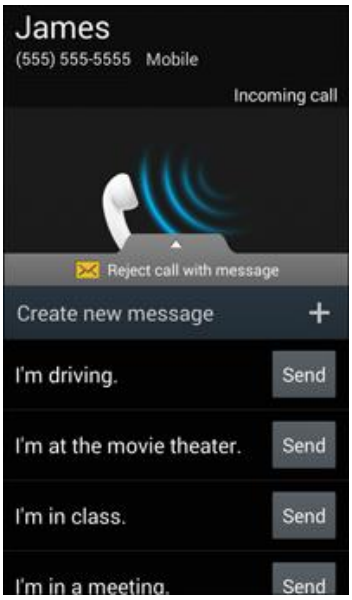
■ When a call arrives, drag to the left to reject it.

❖ The ringtone or vibration will stop and call will be sent directly to voicemail.

Reject a Call and Send a Text Message

You can reject an incoming call and automatically send a text message to the caller.

1. When a call arrives, drag up from the bottom of the screen.



   - ❖ You will see a list of preset text messages.

2. Tap one of the messages to send it to the caller.

   - ❖ The selected message will be delivered to the caller.

   - ▪ You can edit the reject messages through the Call settings menu. From the phone app, tap **Menu** > **Call Settings** > **Set up call reject messages** and edit or create the reject messages.

In-Call Screen Layout and Operations

While you are on a call, you will see a number of onscreen options.

In-Call Screen Layout

Tap options to activate them during a call.

- **Add call**: Touch to initiate a conference call.
- **Merge**: Join two currently active calls (conference).
- **Keypad/Hide**: Toggle the appearance of the onscreen keypad.
- **End call**: End the current call.
- **Speaker**: Route the phone's audio through the speaker (On) or through the earpiece (Off).
  - Activate **Speaker** to route the phone's audio through the speaker. (You can adjust the speaker volume using the volume buttons.)
  - Deactivate **Speaker** to use the phone's earpiece.

Warning: Because of higher volume levels, do not place the phone near your ear during speakerphone use.

- **Mute**: Mute the microphone during an active call. Tap again to unmute the microphone.

Note: If Mute is activated, the speaker mode is deactivated.

- **Headset**: Route the phone's audio through a connected Bluetooth headset (not included).
  - When the call is routed to a Bluetooth headset, the current call area shows the Bluetooth call icon .

Note: The Bluetooth button is activated to show the current call is routed to the connected Bluetooth headset.

  - To route the current call back to the phone, tap **Bluetooth** to temporarily use the phone. Tap it again to route the call back to the connected Bluetooth headset.
  - When Bluetooth or the Bluetooth headset is turned off, the call is routed through either the earpiece or speaker.
- **Keypad**: Use the onscreen keypad to enter additional numbers, for example, an extension or access code.
  - For example: When you call your bank's 800 number, use your keypad to enter your account number and PIN.

Additional In-Call Options

- Tap **Menu** during a call to display a list of additional in-call features. Tap an option to select it.
  - **Contacts**: Display your contacts list.
  - **Memo**: Create a new memo while remaining on the call.
  - **Messages**: Send a text or multimedia message while remaining on the call. See Text and Multimedia Messaging.
  - **Extra volume**: Increase the audio volume during a call.
  - **Noise reduction**: Reduce background noise.

Place Calls from Contacts/Call Logs

Make calls quickly using Contacts and Call Logs.

Place a Call from Contacts

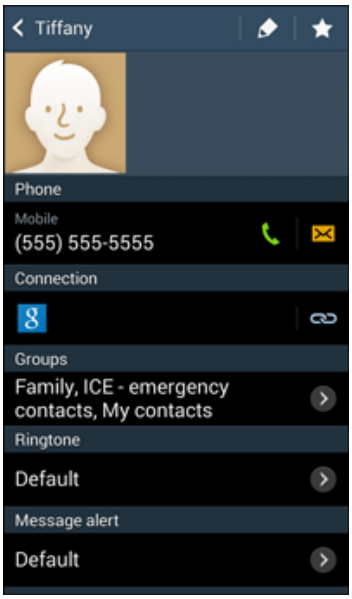
You can place phone calls directly from entries in your Contacts list.

1. From home, tap **Phone** to display the phone app.

2. Tap **Contacts** to display the Contacts list.

❖ The contacts list appears.

3. Tap a contact.



4. Tap **Call** next to the number you want to call.

   ❖ The phone dials the number. The call begins when the other party answers.

5. To end the call, tap End call.

   ❖ The call ends.

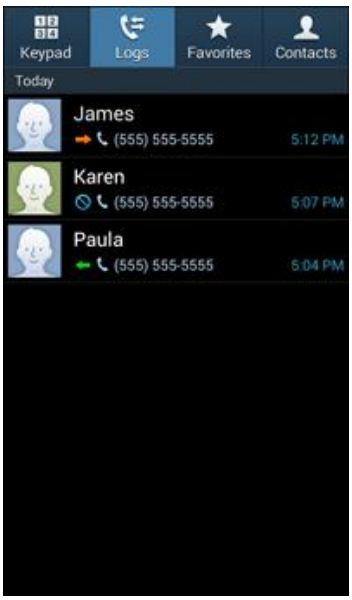
Tip: You can also place a call directly from the Contacts list. Swipe the entry you want to call from left to right to place a call to the entry's primary number.

Call from Call Logs

The Call logs list lets you quickly place calls to recent incoming, outgoing, or missed numbers.

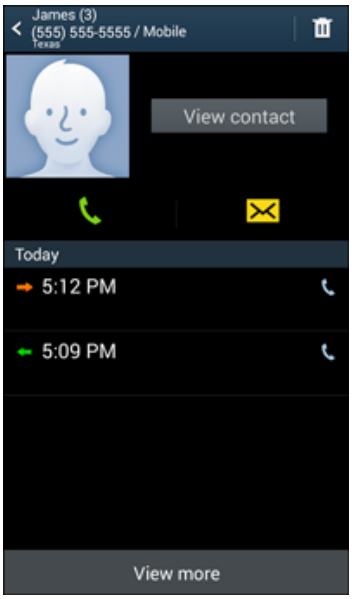
1. From home, tap **Phone** to display the phone app.

2. Tap **Logs** to display the Call logs list.



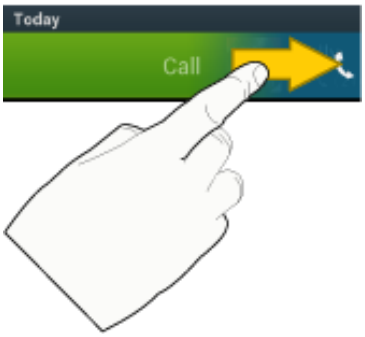
❖ The call logs list appears.

3. Tap an entry to display the call details.



4. Tap **Call** to place a call.
   - ❖ The phone dials the number. The call begins when the other party answers.
   - ▪ For additional options, tap the name or number.
5. To end the call, tap End call.
   - ▪ The call ends.

Tip: You can also place a call directly from the Call logs list. Swipe the entry you want to call from left to right to place a call.



Call Emergency Numbers

You can place calls to 911 even if the phone's screen is locked or your account is restricted. The procedure is the same, whether accessing the Phone app from the Lock screen, or from an unlocked Home screen.

1. From home, tap **Phone**.
2. Tap 9 WXYZ 1 1 .

Enhanced 911 (E911) Information

This phone includes Global Positioning System which is used for E911 emergency location services, where available.

When you place an emergency 911 call, the GPS feature of your phone seeks information to calculate your approximate location. Depending on several variables, including availability and access to satellite signals, it may take up to 30 seconds to determine and report your approximate location.

Important: Always report your location to the 911 operator when placing an emergency call. Some designated emergency call takers, known as Public Safety Answering Points (PSAPs), may not be equipped to receive GPS location information from your phone.

Optional Services

The following topics outline additional voice-related services available with your phone, including call services, voicemail, and more.

Voicemail Setup

You should set up your voicemail and personal greeting as soon as your phone is activated. Always use a password to protect against unauthorized access. Your phone automatically transfers all unanswered calls to your voicemail, even if your phone is in use or turned off.

1. From home, tap **Phone** > **Keypad** tab.

2. Touch and hold 1 to dial your voicemail number.

- Your phone dials the voicemail access number.

Note: You can also access Voicemail from a Home screen by tapping **Apps** > **Voicemail**.

3. Follow the system prompts to:
   - Create your password.
   - Record your name announcement.
   - Record your greeting.

Important: **Voicemail Password** – It is strongly recommended that you create a password when setting up your voicemail to protect against unauthorized access. Without a password, anyone who has access to your phone is able to access your voicemail messages.

Caller ID Blocking

Caller ID identifies a caller before you answer the phone by displaying the number of the incoming call. If you do not want your number displayed when you make a call, follow these steps.

1. From home, tap **Phone** > **Keypad** tab.
2. Tap * P 6 MNO 7 PQRS.
3. Enter a phone number.
4. Tap .
   - Your caller information will not appear on the recipient's phone.

Note: To permanently block your number, call Virgin Mobile Customer Service.

Call Waiting

When you are on a call, Call Waiting alerts you to incoming calls by sounding two beeps. Your phone's screen informs you that another call is coming in and displays the caller's phone number (if it is available).

To respond to an incoming call while you are on a call:

- Slide to the right. (This puts the first caller on hold and answers the second call.)

To switch back to the first caller:

- Tap **Swap**.

Note: For those calls where you don't want to be interrupted, you can temporarily disable Call Waiting by pressing * P 7 PQRS 0 + before placing your call. Call Waiting is automatically reactivated once you end the call.

Conference Calling

With conference calling, also known as 3-way calling, you can talk to two people at the same time. When using this feature, the normal airtime rates will be charged for each of the two calls.

1. On the Phone screen, enter a number and tap (or place a call from Log or Contacts).

2. Once you have established the connection, tap **Add call**, and dial the second number (or place the call from Logs or Contacts).

❖ This puts the first caller on hold and dials the second number.

3. When you are connected to the second party, tap **Merge**. Your conference call is now in session.

4. To end the three-way call, tap .

Note: If one of the people you called hangs up during your call, you and the remaining caller stay connected. If you initiated the call and are the first to hang up, all callers are disconnected.

Call Forwarding

Call Forwarding lets you forward all your incoming calls to another phone number – even when your phone is turned off. You can continue to make calls from your phone when you have activated Call Forwarding.

Note: You are charged a higher rate for calls you have forwarded.

To activate Call Forwarding:

1. From home, tap **Phone** > **Keypad** tab.
2. Tap * P 7 PQRS 2 ABC.
3. Enter the area code and phone number to which you want your calls forwarded.
4. Tap .
   - ❖ You will hear a tone to confirm the activation of Call Forwarding. All calls to your wireless number will be forwarded to the designated phone number.

To deactivate Call Forwarding:

1. From home, tap > **Keypad** tab.
2. Tap * P 7 PQRS 2 ABC 0 +.
3. Tap .
   - ❖ You will hear a tone to confirm the deactivation.

Call Settings

Your phone's Call Settings menu lets you configure your voicemail options and a number of other settings for the phone application.

Call Settings Options

Use the Call Settings menu to adjust the following settings:

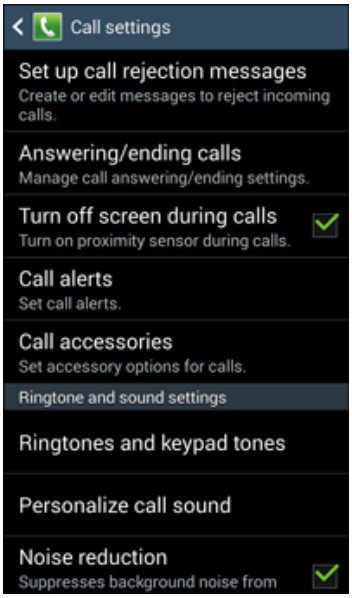
Setting	Description
Set up call rejection messages	Create or edit messages to reject incoming calls.
Answering/ending callas	Answer calls by pressing the Home Key, and end calls by pressing the Power/Lock Key.
Ringtones and keypad tones	Select or create your default ringtone, set the phone to vibrate when ringing, and play a tone when the dialing keypad is tapped.
Noise reduction	Suppress background noise during calls.
Voicemail service	Select a voicemail service.
Voicemail settings	Configure your voicemail.
US dialing	Replace + with the international dialing code, except when entering +1.
International dialing	Enter the international dialing code automatically.
TTY mode	Enable service on your phone.
Hearing aids	Improve the sound quality of your phone when using hearing aids.
DTMF tones	Set the length of DTMF tones, which are used when pressing the keypad while on a call.
Voice privacy	Activate Enhanced privacy mode.

Use the Call Settings Menu

1. From home, tap **Phone** .

   ❖ The phone app opens.

2. Tap **Menu** > **Call Settings**.



   ❖ The call settings menu appears.

3. Configure your options.
    - Tap a menu item to display its options.
    - Select your options and follow the prompts to set them.

    ❖ Your call settings options are set.

Contacts

The Contacts application lets you store and manage contacts from a variety of sources, including contacts you enter and save directly in your phone as well as contacts synchronized with your Google Account, your PC, compatible email programs (including Exchange Server), and your Facebook friends.

Contacts Cautions

Information saved in Contacts may be lost or changed if the battery is removed for a long period or left uncharged. Accident or malfunction may also cause loss or change to information. It is recommended that you keep a separate copy of contacts and other important information. The company is not responsible for any damages from lost or changed contacts.

Add a Contact

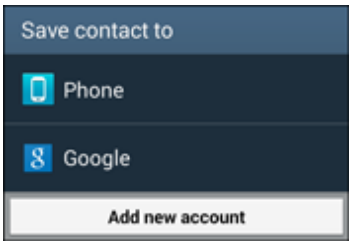
You can add contacts from your phone's Phone application. Enter details such as name, phone numbers, email addresses, mailing addresses, and more.

1. From home, tap **Phone** > **Contacts** tab.

    ❖ You will see the Contacts list.

    - You can also access contacts directly from the Contacts shortcut or the apps list. From home, tap **Apps** > **Contacts**.

2. Tap + to add a contact.

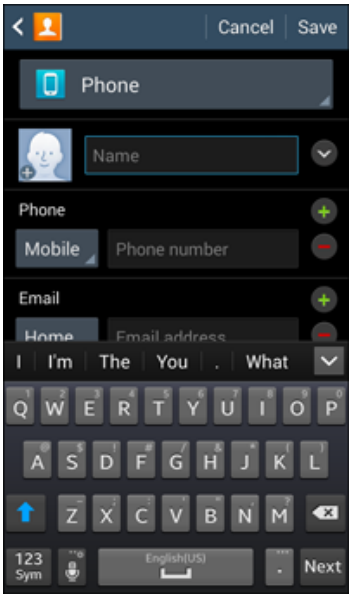


   ❖ The Save contacts to screen appears.

3. If you have multiple account types associated with your phone, select a contact type.

   - Select **Phone** as the sync account if you want your contacts on your phone only; they will not be synced with your Google Account.
   - Select **Google** if you want to save contacts to your Google Account; these will be synced automatically with your Google Account online.

4. Use the keyboard to enter as much information as you want.

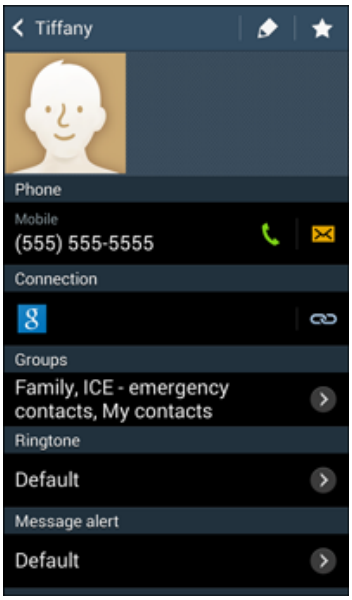


   - : Tap the picture icon to assign a picture to the contact.
   - **Name**: Enter the contact's name.
   - **Phone**: Enter a phone number for the contact.
   - **Email**: Enter an email address.
   - **Groups**: If desired, assign the contact to one or more contact groups.
   - **Ringtone**: Select a specific ringtone for this contact.

- **Message alert**: Choose a ringtone to play for new messages from the contact.
- **Vibration pattern**: Choose a vibration to play for new calls or messages from the contact.
- **Add another field**: Included additional information such as IM, Address, Notes, Nickname, Website, etc.

Note: To select a type (label) for a phone number, email address, or postal address (such as Mobile, Home, Work, etc.), tap the type to the left of the field and select the appropriate type. To add more phone numbers, email addresses, etc., tap + on the right side of the entry field.

5. When you have finished adding information, tap **Save**.



❖ The contact is added.

Save a Phone Number

You can save a phone number to Contacts directly from the phone keypad.

1. From home, tap **Phone** > **Keypad** tab.

2. Enter a phone number and tap **Add to Contacts**.

3. To add the number to an existing contact, tap **Update existing**. To add a new contact, tap **Create contact**.

   - For an existing contact, tap the contact name and select a number type for the new number.
   - For a new contact, enter the name and any additional information.

4. Tap **Save**.

    ❖ The contact is added.

Check Contacts

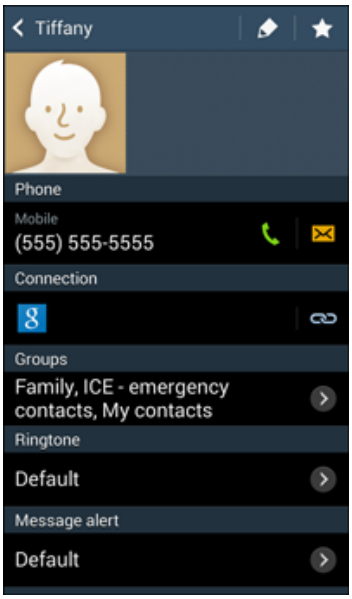
View a contact's details by displaying a contact entry.

1. From home, tap **Phone** > **Contacts** tab.

    ❖ You will see the Contacts list.

    - You can also access contacts directly from the Contacts shortcut or the apps list. From home, tap **Apps** > **Contacts**.

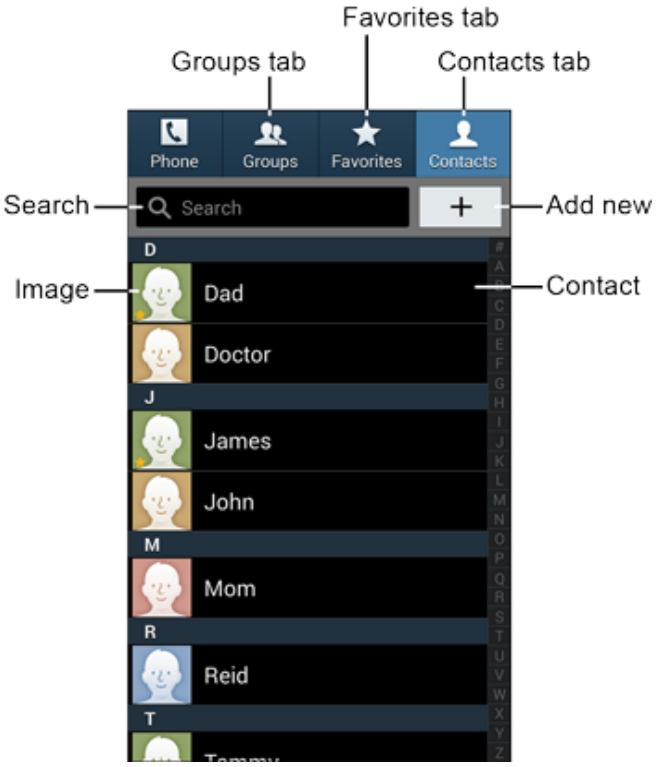
2. Tap a contact to view its details.



❖ The contact's detailed listing appears.

Contacts Screen Layout

The following illustration show's your Contacts app layout and describes the various features.



Item	Description
Groups tab	Show contact groups.
Favorites tab	Show all contacts.
Contacts tab	Show favorite contacts.
Contact	Tap to show contact's details.
Image	Tap to show thumbnail of contact entry. Tap an icon to place a call, send a message, etc.
Search	Search contacts.
Add new	Add a new contact.

Edit a Contact

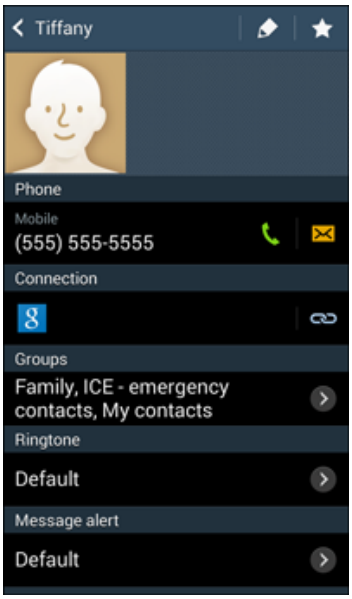
Once you've added a contact, you can add or edit any of the information in the entry, assign a caller ID picture, customize with a unique ringtone, and more.

1. From home, tap **Phone** > **Contacts** tab.

❖ You will see the Contacts list.

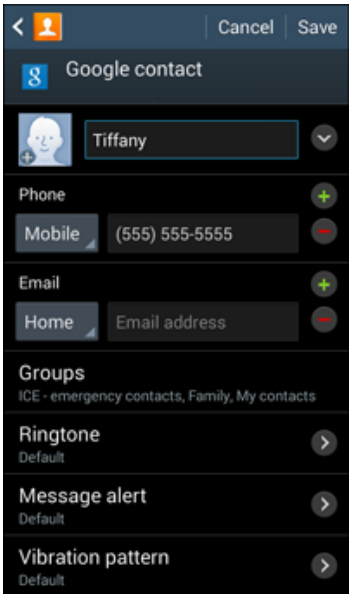
- You can also access contacts directly from the Contacts shortcut or the apps list. From home, tap **Apps** > **Contacts**.

2. Tap a contact to view its details.



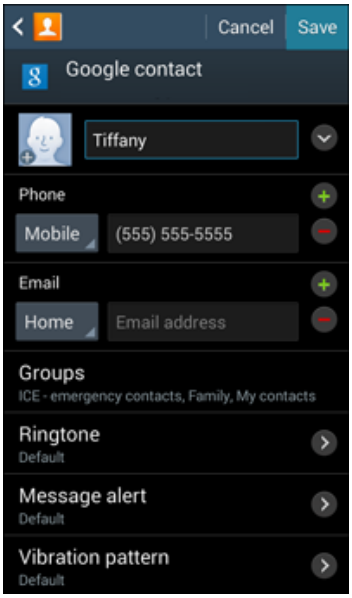
❖ The contact's detailed listing appears.

3. Tap **Edit** .



4. Tap any field you want to change or add. See Add a Contact.

5. Add or edit the information, and then tap **Save**.



❖ Your changes are saved to the contact entry.

Delete a Contact

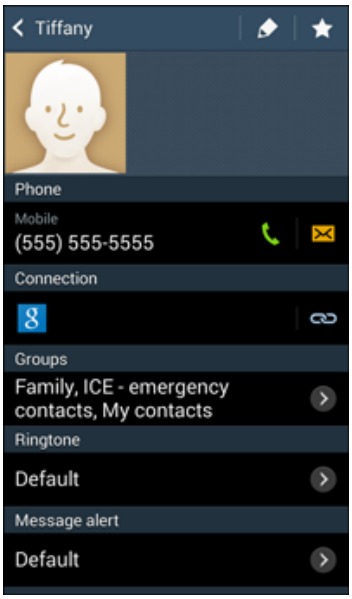
You can delete a contact from the contacts details page.

1. From home, tap **Phone** > **Contacts** tab.

❖ You will see the Contacts list.

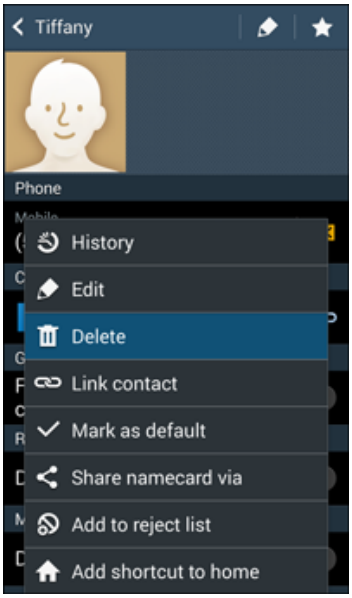
- You can also access contacts directly from the Contacts shortcut or the apps list. From home, tap **Apps** > **Contacts**.

2. Tap a contact to view its details.



❖ The contact's detailed listing appears.

3. Tap **Menu** > **Delete**.



4. Tap **OK**.

❖ The contact is deleted.

Tip: You can also touch and hold the contact from the contact list and then tap **Delete** > **OK**.

Share a Contact

You can quickly share contacts using Bluetooth, email, Gmail, or text messaging.

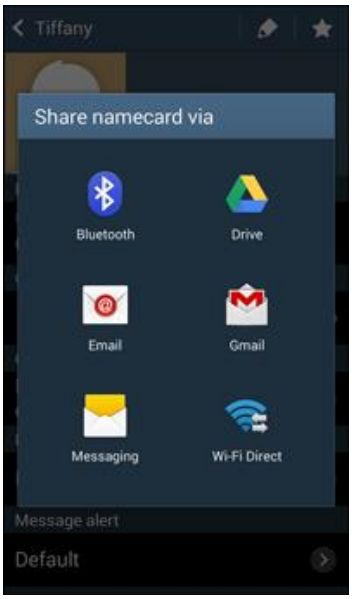
1. From home, tap **Phone** > **Contacts** tab.

   - ❖ You will see the Contacts list.

2. Tap a contact to display it, and then tap **Menu** > **Share namecard via**.

   - ❖ You will see the Share namecard via menu.

3. In the **Share namecard via** menu, select a method:



- **Bluetooth** to send the information via Bluetooth. See Bluetooth for information on pairing and sending via Bluetooth.
- **Drive** to save the information to your Google Drive account.
- **Email** to send the information as an email attachment. If prompted, select an email account. Address the message, add a subject and a message, and then tap **Send**. See Compose and Send Email for details on sending email.
- **Gmail** to send the information as a Gmail attachment. Address the message, add a subject and a message, and then tap **Send**. See Create and Send a Gmail Message for details.
- **Messages** to send the information in a text message. Select a contact or enter a wireless phone number or email address, enter any additional information, and then tap **Send**. For more information on text messaging, see Send a Multimedia Message (MMS).
- **Wi-Fi Direct** to send the information to another device via Wi-Fi Direct. See Wi-Fi Direct for details.

4. Complete the required steps as prompted for the selected method.

❖ The selected contact will be shared.

Import Contacts

Your phone offers a couple of options for importing contacts from external storage or installed memory cards.

Import Contacts from an SD Card or Device Storage

Import (load) contacts that have been backed up on an optional SD Card (not included).

Before Importing Contacts from an SD Card

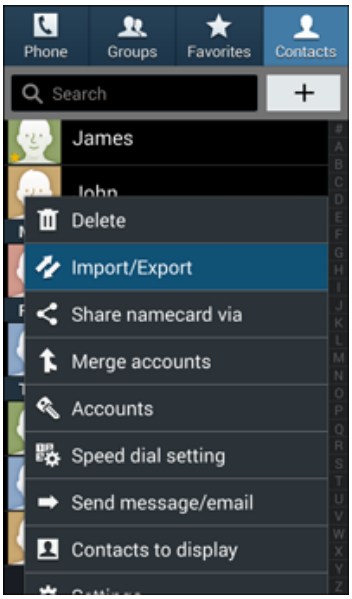
You will need to have installed an SD card with previously backed up contacts information into your phone before you can import contacts. See SD Card for SD card information.

Import Contacts from an SD Card or Device Storage

1. From home, tap **Phone** > **Contacts** tab.

❖ You will see the Contacts list.

2. Tap **Menu** > **Settings** > **Contacts** > **Import/Export**.



   - ❖ You will see the Import/Export contacts menu.

3. Tap **Import from USB storage** (Device) or **Import from SD card**.
4. Select a destination for the imported contacts.
5. Follow the onscreen instructions to complete the import.
   - ❖ The contacts are imported and stored in the selected account.

Back Up Contacts

If you are saving contacts to an account that does not automatically back them up via the Cloud, you can manually back them up for re-import if needed.

Back Up Contacts to an SD Card

You can back up your contacts to an installed SD card (not included).

Before Backing Up Contacts to an SD Card

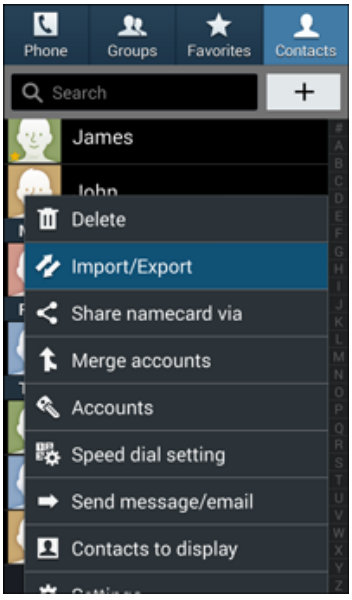
You will need to have installed an SD card with previously backed up contacts information into your phone before you can back up your contacts. See SD Card for SD card information.

Back Up Contacts to Your SD Card

1. From home, tap **Phone** > **Contacts** tab.

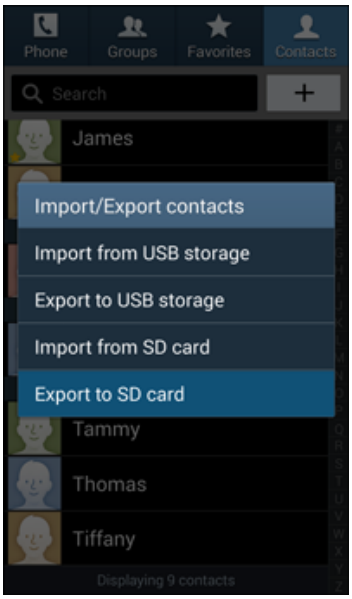
   - You will see the Contacts list.

2. Tap **Menu** > **Settings** > **Contacts** > **Import/Export**.



   - You will see the Import/Export contacts menu.

3. Tap **Export to SD card**.



4. Tap **OK** to confirm the export.
5. Follow the onscreen instructions to complete the export.
   - ❖ The contacts are exported and saved to the installed SD card.

Messaging and Internet

With wireless service and your phone's messaging and data capabilities, you have the opportunity to share information through many different channels and accounts, including Gmail (Google), personal and corporate email, text and multimedia messaging, social networking accounts, and Hangouts.

Text and Multimedia Messaging

With Text Messaging (SMS), you can send and receive instant text messages between your wireless phone and another messaging-ready phone.

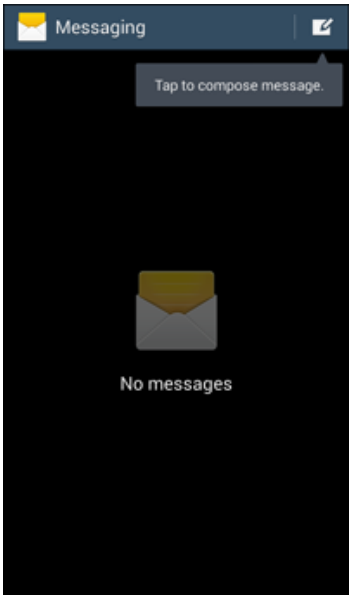
Multimedia messages, or MMS, can contain text and pictures, recorded voice, audio or video files, picture slideshows, contact cards (vCard), or appointments (vCalendar).

See your service plan for applicable charges for messaging.

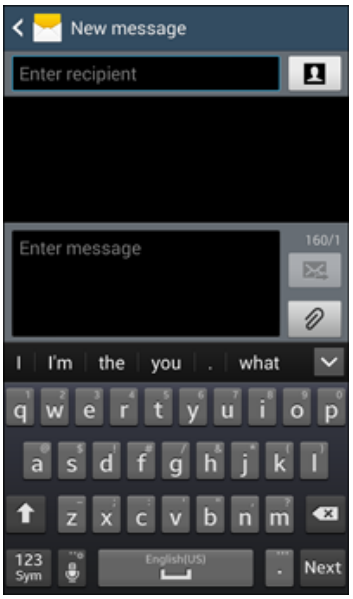
Send a Text Message

Quickly compose and send text messages on your phone.

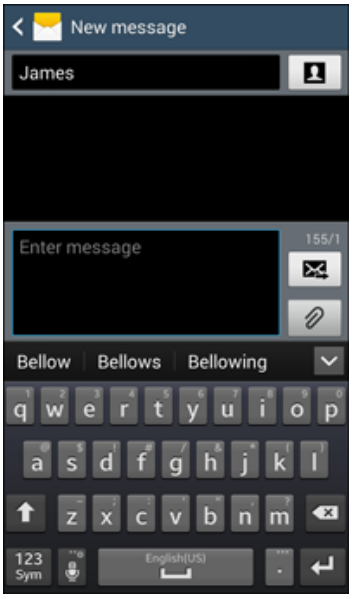
1. From home, tap **Apps** > **Messaging** .



2. On the Messaging screen, tap **Compose** . The Compose screen opens.



3. Fill in one or more recipients.



You can:

- Enter phone numbers directly in the **Enter recipient** field. If you are sending the message to several phone numbers, separate the phone numbers with a comma. As you enter information, any matching phone numbers from your contacts list are displayed. Tap a match to enter that number or address directly.

- Tap **Recipients** , and then select the contacts to whom you want to send the message. You can also select contact groups as recipients. When you have selected all the message recipients, tap **Done**.

4. Tap the **Enter message** field and then start composing your message.

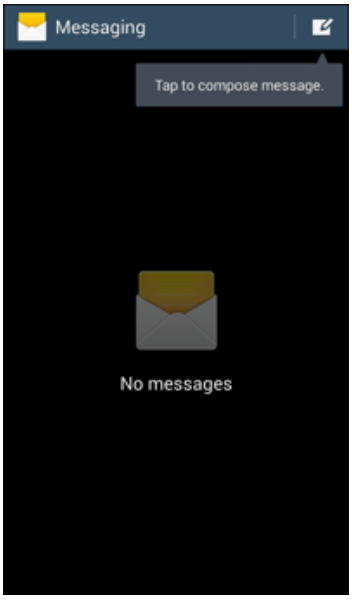
Note: A counter appears below the **Send** button to tell you how many characters you have entered and how many characters are left. Once you go over the 160-character limit, a new message is created but automatically joined into one when received.

5. When done, tap **Send** to send the text message.

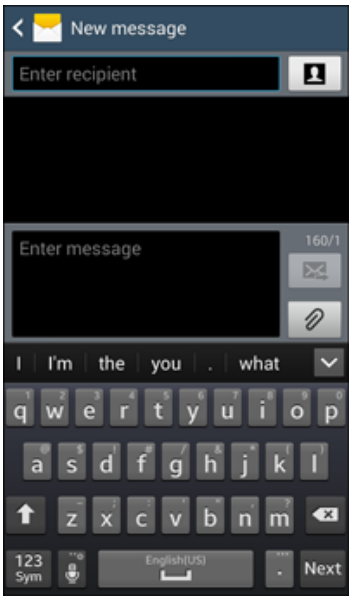
Send a Multimedia Message (MMS)

When you need to add a little more to a text message, you can send a multimedia message (MMS) with pictures, voice recordings, audio or video files, contact cards (vCard), or appointments (vCalendar).

1. From home, tap **Apps** > **Messaging** .



2. On the Messaging screen, tap **Compose** . The Compose screen opens.



3. Fill in one or more recipients.

You can:

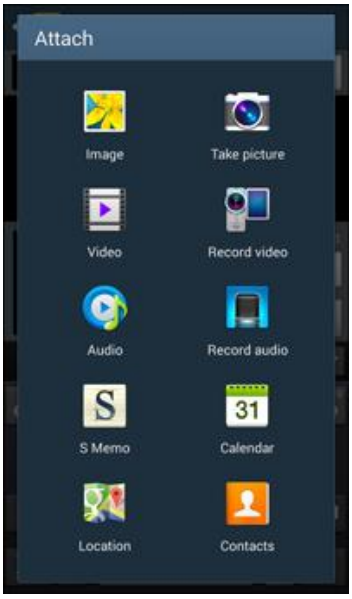
- Enter phone numbers directly in the Enter recipient field. If you are sending the message to several phone numbers, separate the phone numbers with a comma. As you enter information, any matching phone numbers from your contacts list are displayed. Tap a match to enter that number or address directly.

- Tap the icon, and then select the contacts to whom you want to send the message. You can also select contact groups as recipients. When you have selected all the message recipients, tap **Done**.

Note: You can add a subject line by tapping **Menu** > **Add subject**.

4. Tap the **Enter message** field, and then start composing your message.

5. Tap .



6. In the Attach window, select from the following file attachments:

   - **Audio**: Select **Record audio** to make a voice recording and attach it, or **Audio** to attach a stored music file or voice recording.
   - **Calendar**: Select the calendar event you want to attach. See Calendar.
   - **Contacts**: Select a contact from your phone, and then select which contact information you want to attach. See Contacts.

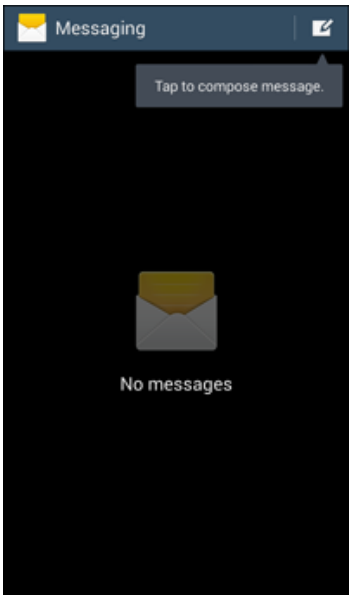
- **Picture**: Select **Take picture** to take a picture and attach it, or **Image** to attach a stored picture.
- **Location**: Add your current location (requires GPS to be turned on) or a location you pick on a map to your message. See Google Maps.
- **S Memo**: Attach a memo. See Memo.
- **Video**: Select **Record video** to capture a video and attach it, or **Video** to attach a stored video.

7. To make changes to or remove your attachment, touch and hold the item.
8. Tap **Send** to send the MMS message.

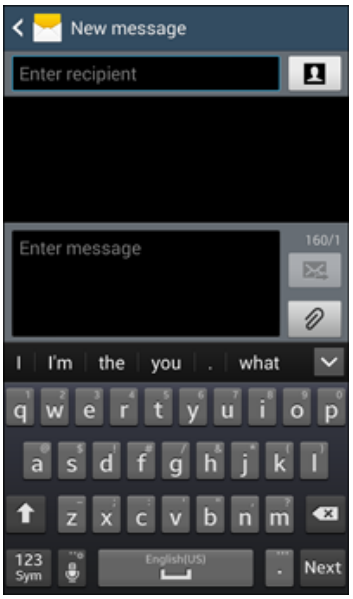
Create a Slideshow

In a multimedia message, you can add slides, each containing a picture, video, or audio.

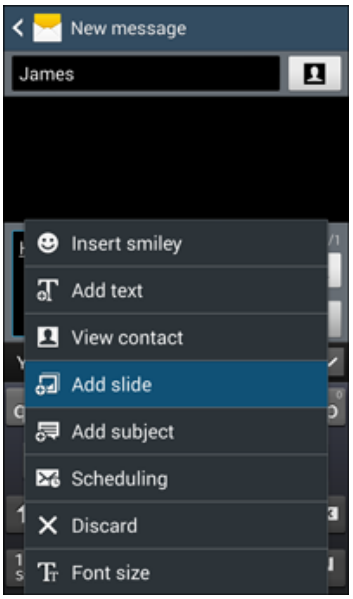
1. From home, tap **Apps** > **Messaging** .



2. On the Messaging screen, tap **Compose** . The Compose screen opens.



3. In the multimedia message you are composing, tap **Menu** > **Add slide** to add space for a new slide.



4. Tap the space for the slide.
5. To compose your slideshow, do any of the following:
   - **Add a picture**. Tap > **Image** and select a picture.
   - **Add a video**. Tap > **Video** and select a video. (You cannot add both a picture and a video on the same slide.)

- **Add music or a voice recording**. Tap > **Audio** and select a file.
- **Add a new slide**. Tap **Menu** > **Add slide**.
- **Preview your slideshow**. Tap **Menu** > **Preview**.
- For more options, tap **Menu** and select an option.

6. When you have finished composing the multimedia message, tap **Send** .

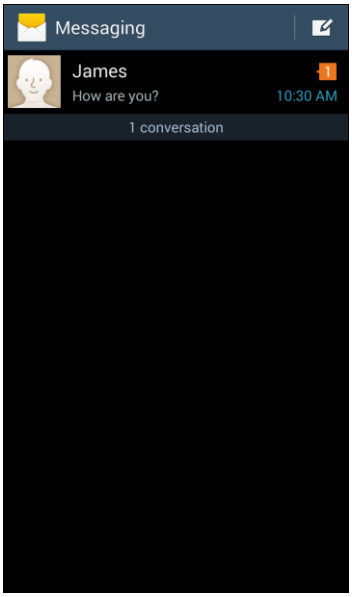
Tip: To compose a slide show, you can also simply attach multiple items separately to the MMS message. Tap and select a file type, location, and file and then repeat it for additional slides. Your phone will automatically compile a slide show.

Save and Resume a Draft Message

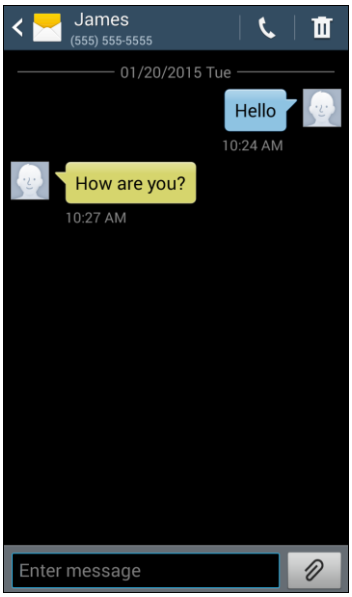
While composing a text or multimedia message, tap **Back** to automatically save your message as a draft. Your message will display “Draft” on the main Messaging screen.

To resume composing the message:

1. From home, tap **Apps** > **Messaging** .



2. Tap the message to resume editing it.



3. When you finish editing the message, tap **Send** .

New Messages Notification

Depending on your notification settings, the phone will play a ringtone, vibrate, or display the message briefly in the Status Bar when you receive a new text or multimedia message. To change the notification for new text and multimedia messages, see Text and MMS Options for details.

A new message icon also appears in the notifications area of the Status Bar to notify you of a new text or multimedia message. The Messaging application icon also displays the number of new messages .

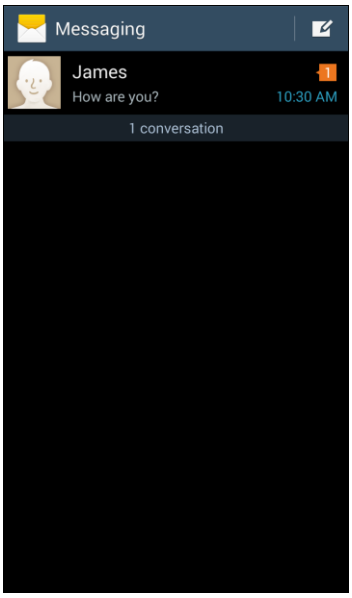
- To open the message, drag the Status Bar down to open the Notification Panel. Tap the new message to open and read it. For information on reading and replying to messages see Manage Message Conversations.

Manage Message Conversations

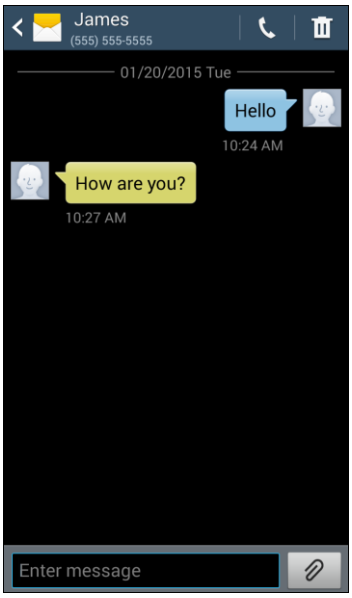
Text and multimedia messages that are sent to and received from a contact (or a number) are grouped into conversations or message threads in the Messaging screen. Text or MMS conversations let you see exchanged messages (similar to a chat program) with a contact on the screen.

Read a Text Message

1. From home, tap **Apps** > **Messaging** .



2. On the Messaging screen, tap a text message or conversation to open it.



- If you have a new message notification, drag the Status Bar down to open the Notification Panel. Tap the new message to open and read it.

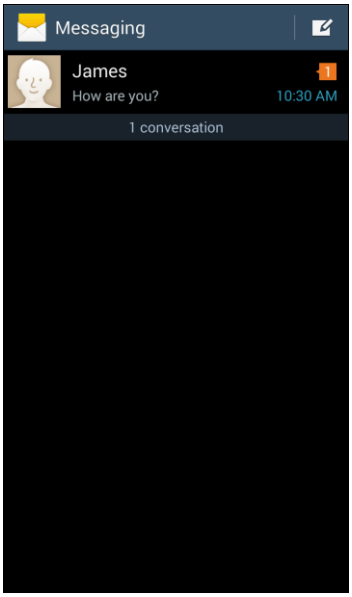
Viewing Options include:

- To view the details of a particular message, in the conversation, touch and hold the message to open the options menu, and then tap **View message details**.
- If a message contains a link to a Web page, tap the message and then tap the link to open it in the Web browser.
- If a message contains a phone number, tap the message and then tap the phone number to dial the number or add it to your contacts.

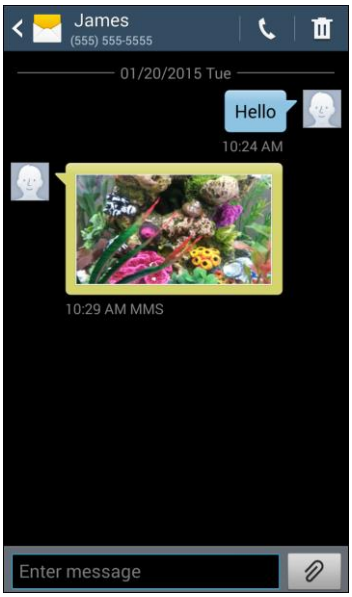
To return to the Messaging screen from a conversation, tap **Back** .

View a Multimedia Message (MMS)

1. From home, tap **Apps** > **Messaging** .



2. On the Messaging screen, tap a multimedia message or conversation to open it.



3. Tap the attachment to open it.

   If the attachment is a vCard contact, it is imported to your phone's contacts list. For more information, see Contacts.

   - If the attachment is a vCalendar file, you can choose the calendar where you want to save the event. For information on using Calendar, see Calendar.

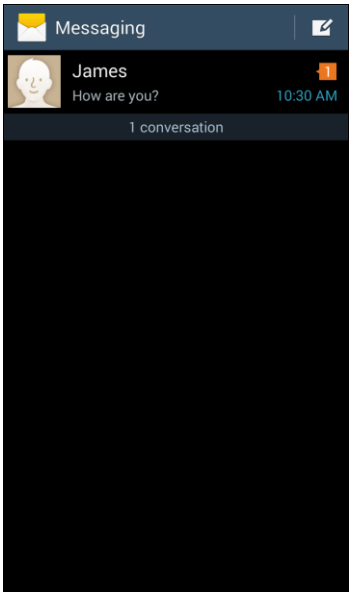
4. To save the attachment to device memory or a memory card, touch and hold the the received MSS message, and then tap **Save attachment** on the options menu.

Note: When Auto retrieve in MMS settings is disabled, only the message header is downloaded. To download the entire message, tap the **Download** button at the right side of the message. For details, see Text and MMS Options.

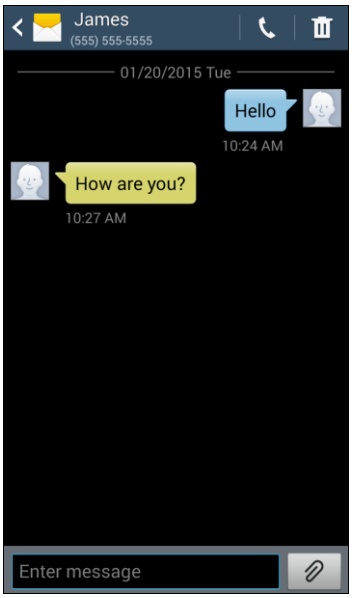
Note: If you are concerned about the size of your data downloads, check the multimedia message size before you download it.

Reply to a Message

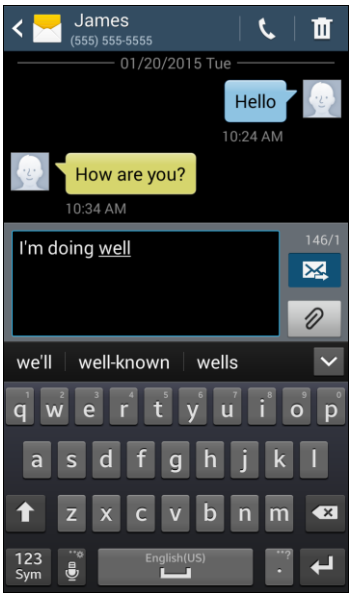
1. From home, tap **Apps** > **Messaging** .



2. On the Messaging screen, tap a conversation to open it.



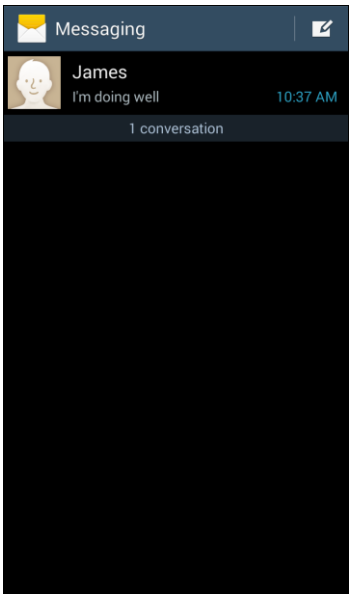
3. Tap the text box at the bottom of the screen, enter your reply message, and then tap **Send** .



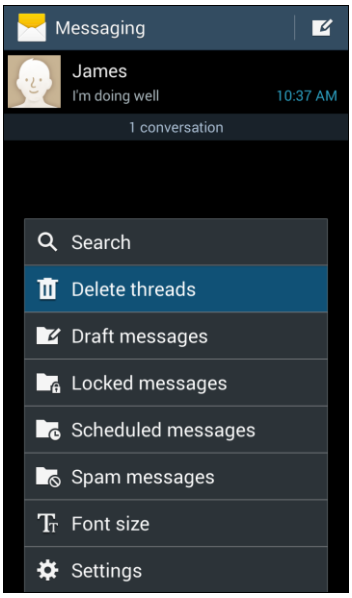
Note: To reply to a text message with a multimedia message, open the text message, tap **Attachment** . The text message is automatically converted into a multimedia message.

Delete Conversations

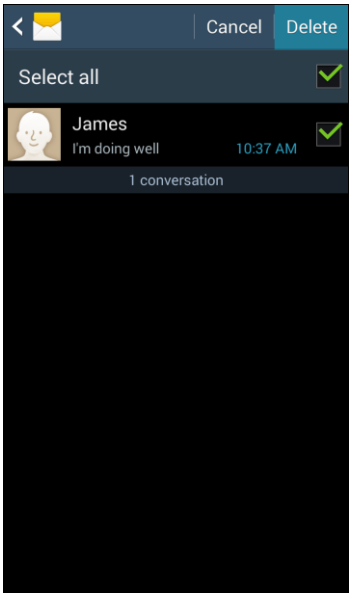
1. From home, tap **Apps** > **Messaging** .



2. On the Messaging screen, tap **Menu** > **Delete threads**.

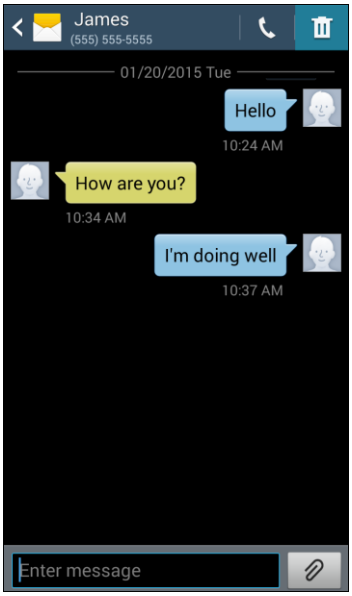


3. Select the conversations you want to delete, and then tap **Delete**.

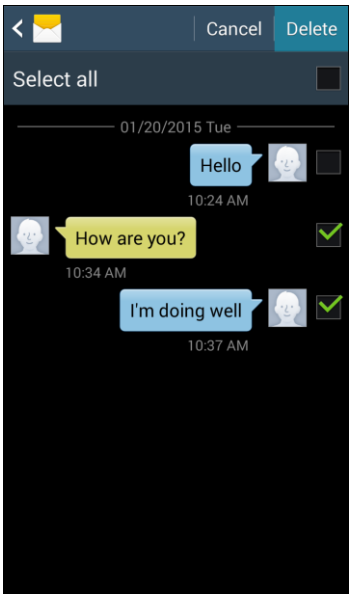


Delete Message

1. While viewing a conversation, tap **Delete** .



2. Select the messages you want to delete, and then tap **Done**.



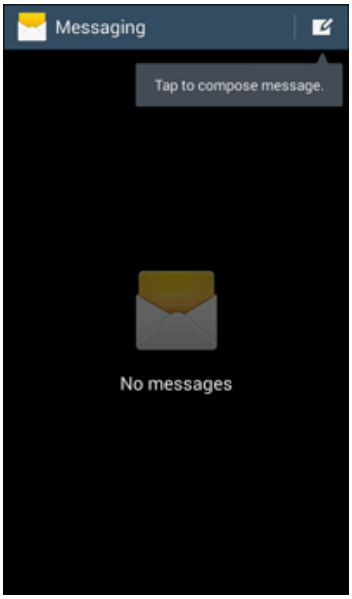
View Contact Information from a Message

When you have received a message from someone in your stored contacts, you can tap the contact's picture or icon in the conversation to open a menu of options. Depending on the stored contact information, you can view the contact details, place a phone call or send an email message to the contact, and more.

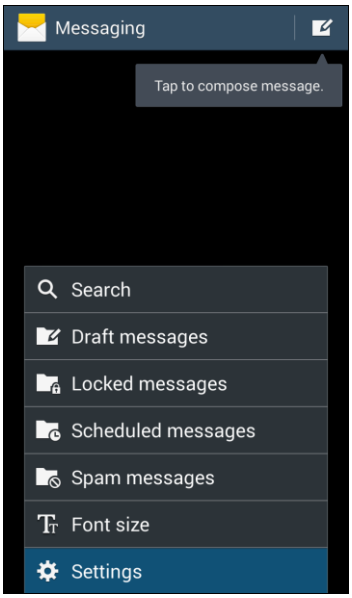
Text and MMS Options

The messages settings menu lets you control options for your text and MMS messages including message limits, size settings, and notifications.

1. From home, tap **Apps** > **Messaging** .



2. On the Messaging screen, tap **Menu** > **Settings**. You can set the following:



- **Default messaging app**: Set your default messaging app.

- **General settings**
  - **Delete old messages**: Automatically delete older messages when the set limits are reached.
  - **Text message limit**: Choose the maximum number of text messages to store in each conversation.
  - **Multimedia message limit**: Choose the maximum number of MMS messages to store in each conversation.
  - **Text templates**: Create or edit existing quick responses which you can use to quickly reply to new messages.
- **Text message (SMS) settings**
  - **Auto combination**. Re-assemble multi-segment messages so they can be shown as a single message.
- **Multimedia message (MMS) settings**
  - **Group messaging**: Send a single message to multiple recipients. When disabled, individual messages are sent to each recipient so that they cannot see the other recipients.
  - **Auto retrieve**: Select this option to automatically retrieve all your multimedia messages completely. When selected, the multimedia message header plus the message body and attachments will automatically download to your phone. If you clear this check box, only the multimedia message header will be retrieved and shown in your Messaging screen.
  - **MMS alert**: Receive an alert when mode changes to multimedia message.
- **Display**
  - **Bubble style**: Select a bubble style for messages.
  - **Background style**: Select a background style for messages.
  - **Use the volume key**: Change text size using the Volume Key.
- **Notification Settings**
  - **Notifications**: Make sounds and show icon on the Status Bar.
  - **Select ringtone**: Select a ringtone that is specific to new text and multimedia messages.
  - **Vibrate**: Select this option if you want the phone to vibrate when a new text or multimedia message arrives.
  - **Message alert repetition**: Set the message alert to repeat once, every 2 minutes, or every 10 minutes.
  - **Preview message**: Preview messages on the Status Bar.

- **Emergency message settings**
  - **Emergency alerts**: Set which alert types to receive.
  - **Emergency notification preview**: Play a sample emergency alert tone.
  - **Vibrate**: Vibrate for emergency alerts.
  - **Alert reminder**: Set alerts to repeat once, every 2 minutes, every 15 minutes, or never.
- **Signature settings**
  - **Add signature**: Include a signature in each message.
  - **Signature text**: Customize your signature text.
- **Spam message settings**
  - **Spam settings**: Block messages from spam numbers or containing spam phrases.
  - **Add to spam numbers**: Add numbers that will be blocked when they send you a message.
  - **Add to spam phrases**: Add phrases that will cause messages to be blocked.
  - **Block unknown senders**: Block messages from unknown senders.

Create and Send Gmail

Use Google's Gmail service and your Google Account to send, receive, and manage your Gmail messages. Before using Gmail, you must register a Google (Gmail) Account on your phone. See Google Account for details.

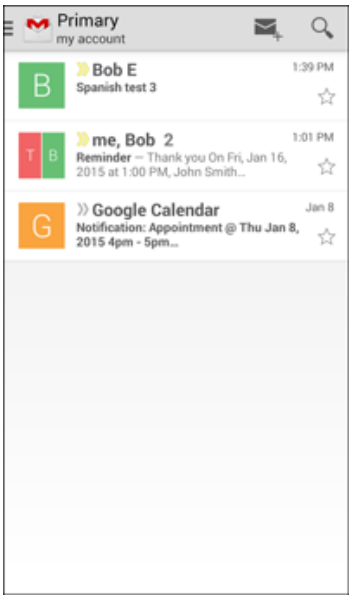
Gmail Cautions

Gmail is handled as email from a PC. Restricting email from PCs on your phone prevents your phone from receiving Gmail.

Create and Send a Gmail Message

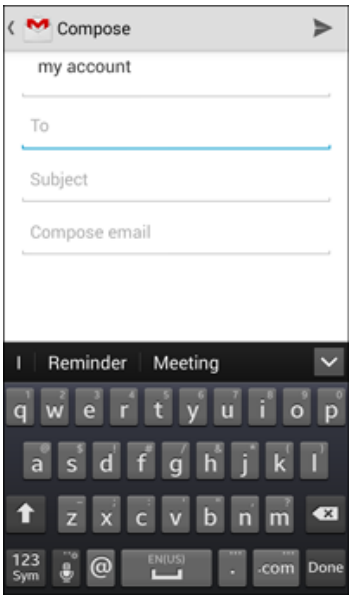
Use your phone to create and send Gmail messages.

1. From home, tap **Apps** > **Gmail** .



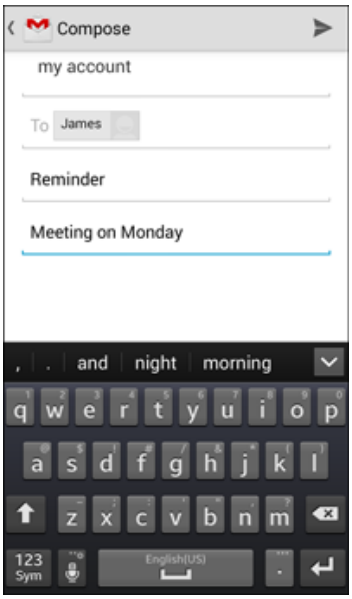
   ❖ The Gmail inbox opens.

2. In the inbox, tap **Compose** .



   ❖ The Gmail composition window opens.

3. Enter the message recipient(s), subject, and message, and then tap **Send** .



❖ The Gmail message is sent.

Gmail Composition Options

- **Adding Cc/Bcc**: In the mail composition window, tap **Menu** > **Add Cc/Bcc**, and then add recipients.
- **Attaching Pictures or Videos**: In the mail composition window, tap **Menu** > **Attach file**. Locate and then tap the picture or video you want to attach.
- **Save as a Draft (Send Later)**: While composing your message, tap **Menu** > **Save draft**. The message is saved as a draft for later.
- **Delete Mail Being Composed**: In the mail composition window, tap **Menu** > **Discard** > **Discard**.

Note: To view your draft email messages, in the inbox, tap **Inbox** > **Drafts**. To view your sent messages, in the inbox, tap **Inbox** > **Sent**.

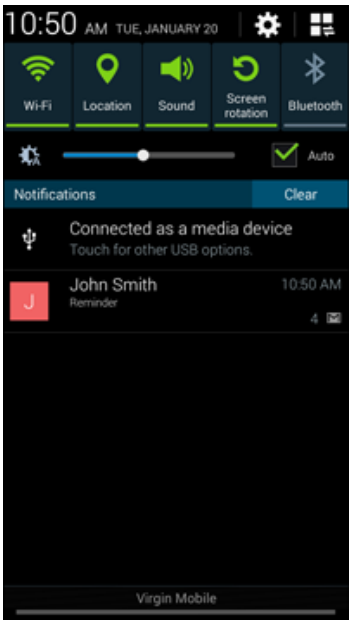
Check Received Gmail Messages

Your phone allows you to access, read, and reply to all your Gmail messages.

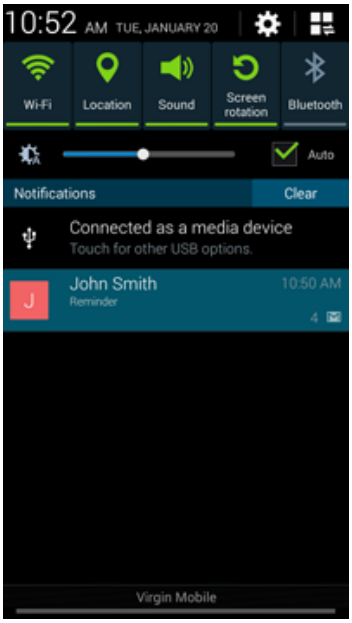
Open New Gmail Messages

When new Gmail arrives, you will see in the Status Bar.

1. Drag the Status Bar down to display the Notification Panel.



2. Tap the new message from the Notification Panel.



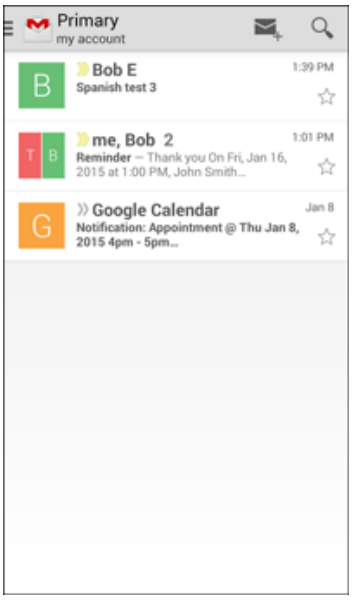
❖ The new Gmail message opens.

- If you have two or more new Gmail messages, tapping the notification opens the Gmail inbox.

Open Gmail Messages

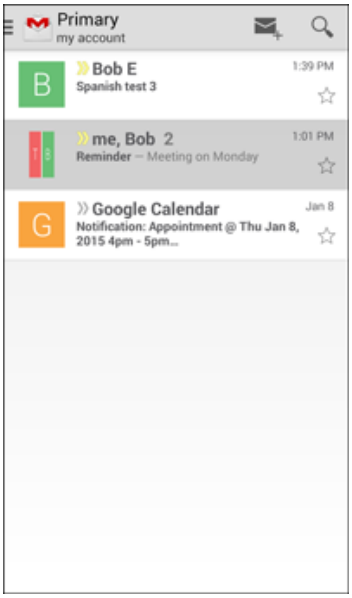
You can also read and reply to all your Gmail messages from the Gmail inbox.

1. From home, tap **Apps** > **Gmail** .



   ❖ The Gmail inbox opens.

2. Tap the message thread you want to view.



   ❖ The message thread opens, with the newest message displayed.

Options when Reviewing Gmail Messages

- **Replying to Gmail Messages**: With the Gmail message open, tap **Reply**, compose your reply message, and tap **Send**.
  - To reply to all, tap **Options** > **Reply all**.
- **Forwarding Gmail Messages**: With the Gmail message open, tap **Options** > **Forward**, enter a recipient and an additional message, and tap **Send**.

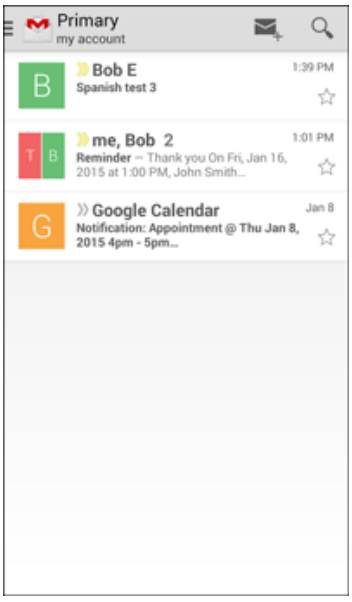
Manage Gmail Messages

Your phone give you control over how you manage your Gmail messages, with labels, thread management, search capabilities, adding multiple Google Accounts, and more.

Use Gmail Labels

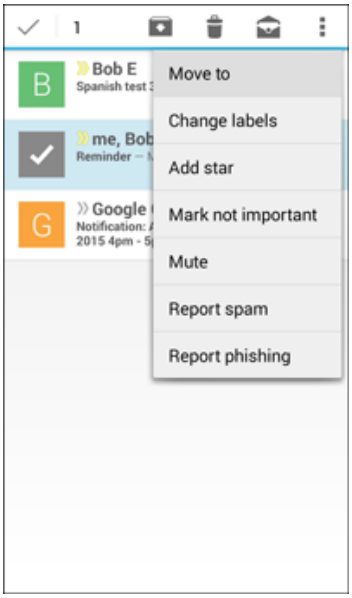
Gmail saves all mail in one box, but you can add labels that allow you to sort your Gmail conversation threads. For example, when a new thread starts with a received mail, the label “Inbox” is automatically added to the thread. By then adding the label “travel,” all threads with “travel” are shown in a list.

1. From home, tap **Apps** > **Gmail**.



   - The inbox opens.

2. Touch and hold a conversation thread to add a checkmark to it, and then tap **Options** > **Move to**.

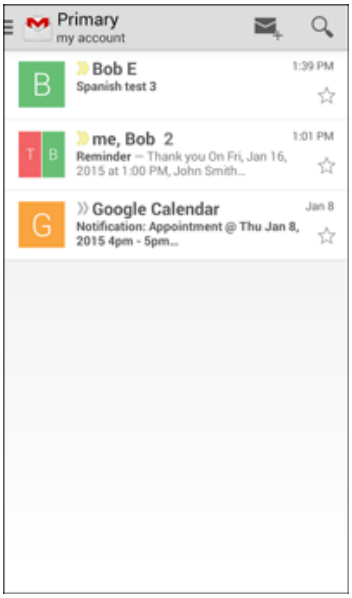


3. Tap a label for the thread.
   - ❖ The thread is added to the selected label.

Archive Gmail Threads

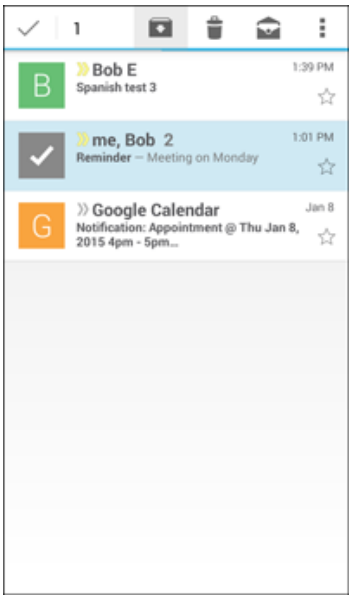
Remove sent and received Gmail threads so they do not appear in the inbox. When replies arrive for archived threads, they appear in the inbox again.

1. From home, tap **Apps** > **Gmail**.



   - ❖ The inbox opens.

2. Touch and hold a conversation thread to add a checkmark to it, and then tap **Archive** .

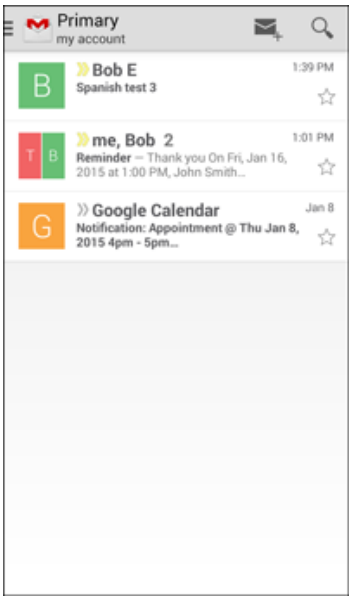


❖ The thread is now archived.

Mute Gmail Threads

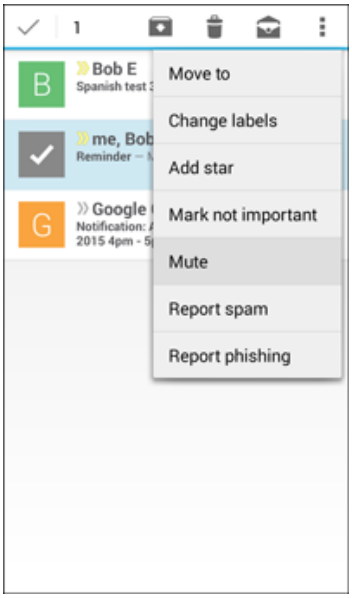
If registered on a mailing list, there will be threads with always-continuing conversations. For long threads that are not important, mute the threads and they will no longer appear in the inbox. When mail arrives that includes user's address as a recipient or in Cc, mail will again appear in the inbox.

1. From home, tap **Apps** > **Gmail** .



❖ The inbox opens.

2. Touch and hold a conversation thread to add a checkmark to it, and then tap **More Options** > **Mute**.

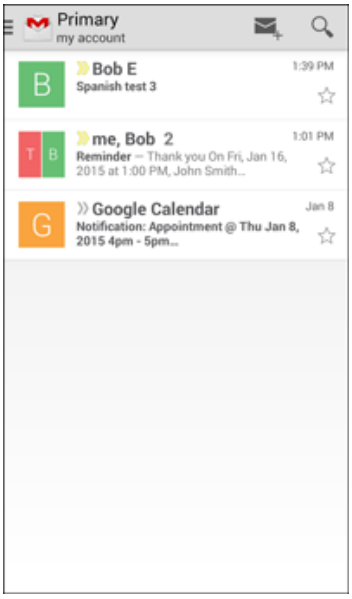


❖ The thread is now hidden.

Delete Gmail Threads

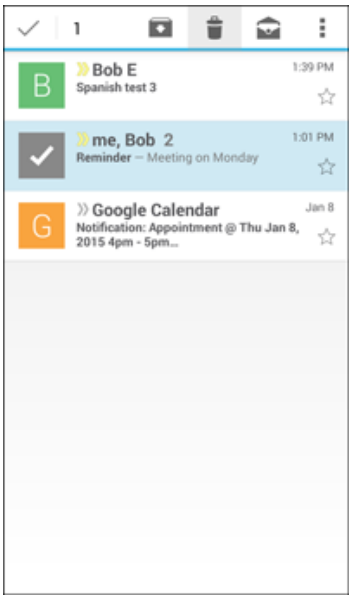
If you no longer wish to keep a Gmail conversation thread, you can simply delete it from the inbox.

1. From home, tap **Apps** > **Gmail**.



❖ The inbox opens.

2. Touch and hold a conversation thread to add a checkmark to it, and then tap **Delete** > **OK**.

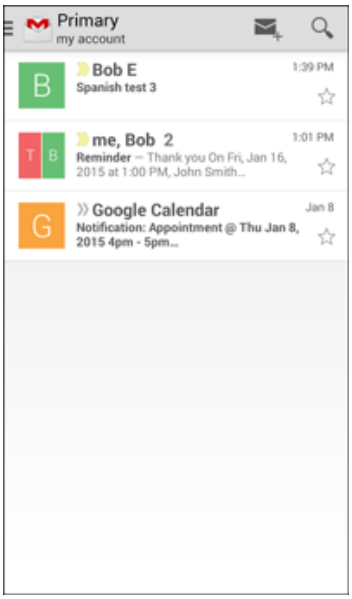


❖ The thread is deleted.

Search Gmail Messages

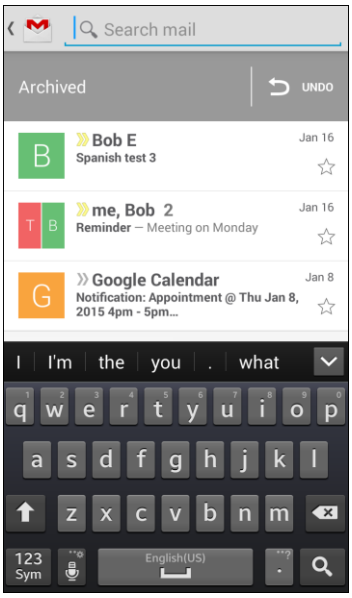
If you need to find a specific message or message thread, you can search Gmail from the inbox.

1. From home, tap **Apps** > **Gmail** .

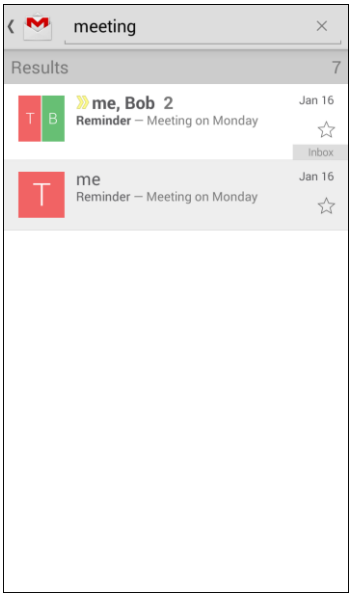


❖ The inbox opens.

2. Tap **Search** .



3. Enter your search text and tap **Search** .

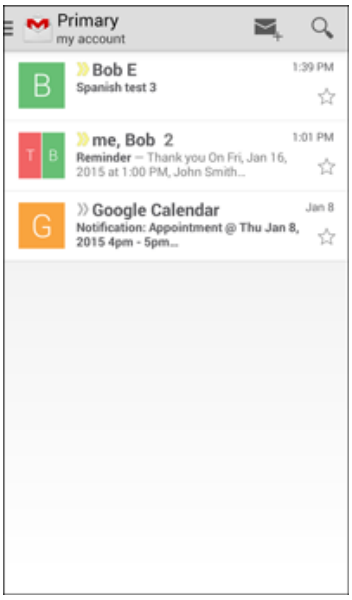


❖ The search results appear. Tap a message or thread from the list to display it.

Report Spam or Phishing Gmail

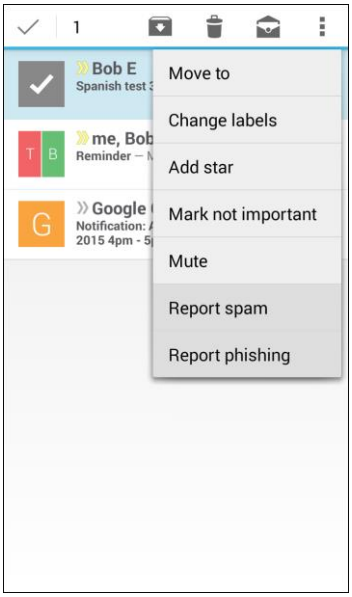
You can report spam or phishing Gmail messages from your phone's Gmail inbox.

1. From home, tap **Apps** > **Gmail** .



❖ The inbox opens.

2. Touch and hold a conversation thread to add a checkmark to it, and then tap **More options** > **Report spam** or **Report phishing**.

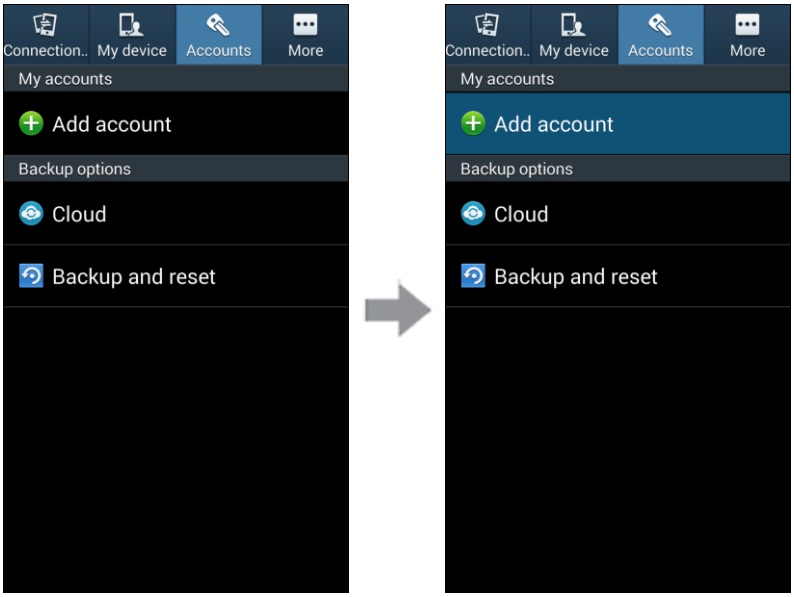


❖ The selected message is reported as spam or phishing Gmail.

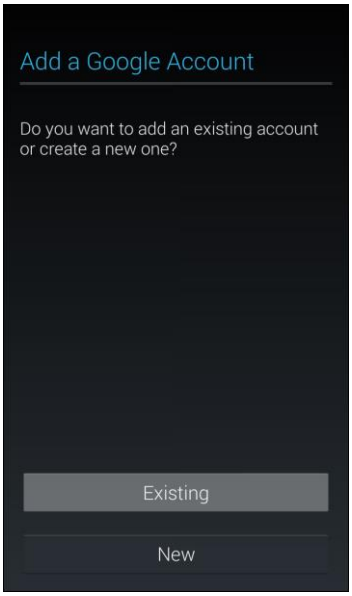
Add Another Google (Gmail) Account

If you have multiple Gmail accounts you wish to view on your phone, you can add them from the **Settings** > **Accounts** menu.

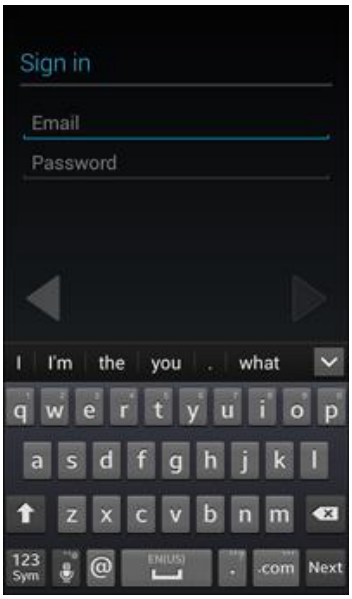
1. From home, tap **Apps** > **Settings** > **Accounts**.



2. Tap **Google**, and then tap **Existing**.



3. Enter your Gmail username and password, and then tap **Next** .



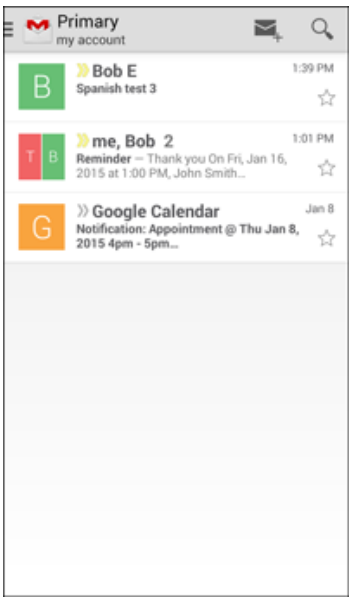
4. Follow the prompts to set up your account.

   ❖ You are signed in to your Google Account, and you can access both of your Gmail accounts from the Gmail app.

Switching Between Gmail Accounts

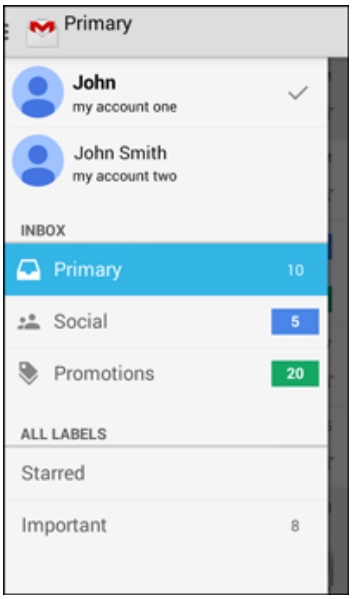
If you have more than one Gmail account set up, you can switch between them in the Gmail app.

1. From home, tap **Apps** > **Gmail** .



   ❖ The inbox opens.

2. Tap **Inbox** .



3. Tap the account you want to view from the list at the top of the menu.

   ❖ The selected account inbox is displayed.

Email

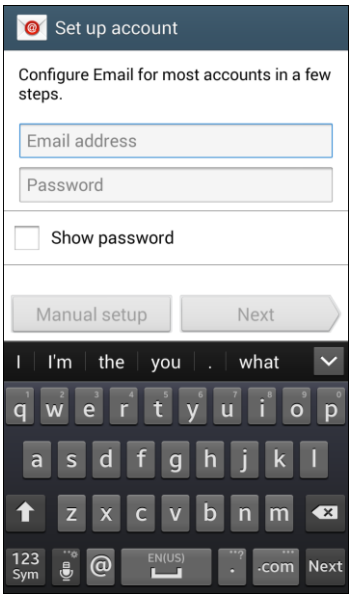
Use the Mail application to send and receive email from your webmail or other accounts, using POP3 or IMAP, or access your Exchange ActiveSync account for your corporate email needs.

Set Up an Email Account

Your phone supports several types of email accounts and allows you to have multiple email accounts set up at one time.

Before setting up an email account, make sure you have the username (user ID), password, server name, etc., so you can get set up successfully.

1. From home, tap **Apps** > **Email** .



   ❖ A window for adding an account appears if no email account has been previously set up.

2. Follow the onscreen instructions to set up your email account.

   ❖ The email account is set up and you will begin receiving email.

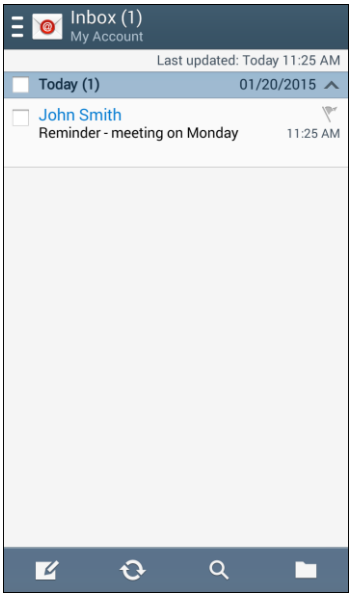
Add an Email Account

You can add several types of personal email accounts, such as POP3 and IMAP accounts, on your phone.

Add an Email Account from the Email App

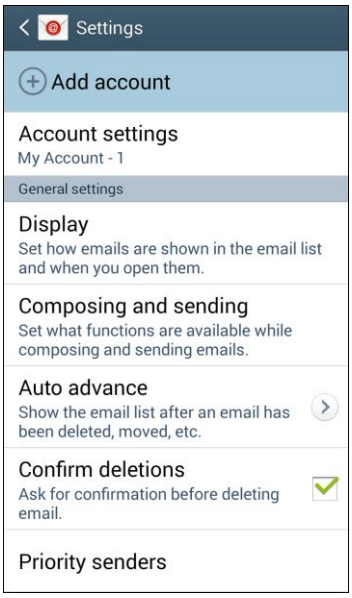
You can add email accounts directly from the email app, even if you have another email account set up.

1. From home, tap **Apps** > **Email** .

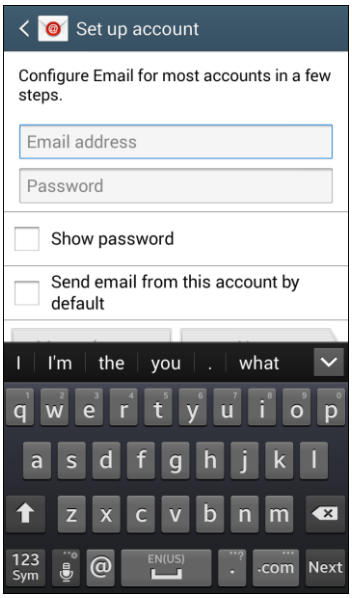


❖ The email inbox opens.

2. Tap **Menu** > **Settings** > **Add account**.



3. Follow the onscreen instructions to complete the account setup.

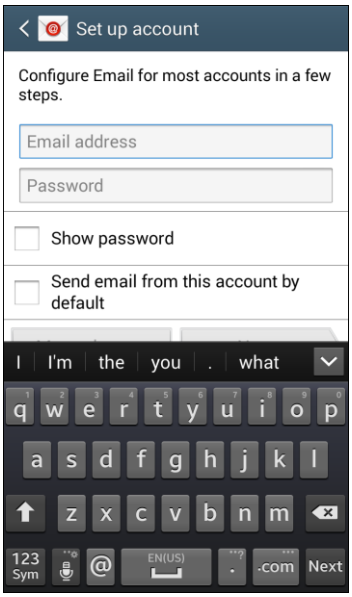


❖ The email account is added and you will begin receiving email for the account.

Add an Email Account from the Settings Menu

You can also set up email accounts from the **Settings** > **Accounts** tab.

1. From home, tap **Apps** > **Settings** > **Accounts** tab > **Add account** > **Email**.



2. Follow the onscreen instructions to set up your email account.

    ❖ The email account is set up and you will begin receiving email for the account.

Important: If the account type you want to set up is not in the phone database, you will be asked to enter more details. You should get all pertinent information for the email account, such as incoming and outgoing server settings, before you proceed.

Add an Exchange ActiveSync Account

If you synchronize your phone with your Exchange ActiveSync account, you can read, manage, and send email in the same easy way as with a POP3/IMAP account. However, you can also access some powerful Exchange features.

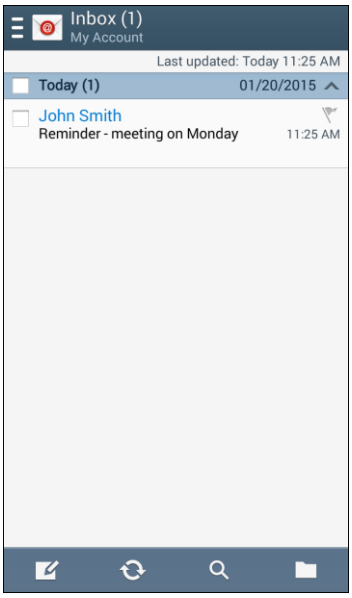
Important: Before setting up a Microsoft Exchange ActiveSync Account, contact your company's Exchange Server administrator for required account settings information.

1. From home, tap **Apps** > **Settings** > **Accounts** > **Microsoft Exchange ActiveSync**.
2. Enter the **Email address** and **Password** for the email account and then tap **Manual setup**.
3. Enter the required information:
   - **Domain\username**: Enter your network domain and username, separated by "\".
   - **Password**: Enter your network access password (case-sensitive).
   - **Exchange server**: Enter your system's Exchange server remote email address. Obtain this information from your company network administrator.
   - **Use secure connection (SSL)**: Tap to place a checkmark in the box, if your system requires SSL encryption.
   - **Use client certificate**: Tap to place a checkmark in the box, if your system requires certification.
4. Follow the onscreen prompts to configure options for the account.
5. Enter an account name and a display name and tap **Done** to complete setup.
   - ❖ Your corporate email account is set up and you will begin receiving email for the account.

Compose and Send Email

Compose and send email using any account you have set up on your phone. Increase your productivity by attaching files such as pictures, videos, or documents to your email messages.

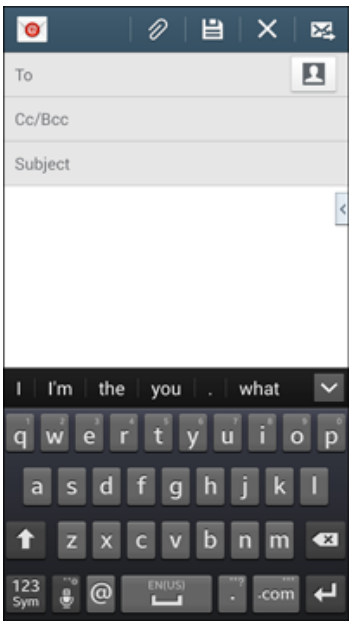
1. From home, tap **Apps** > **Email** .



❖ The email inbox opens.

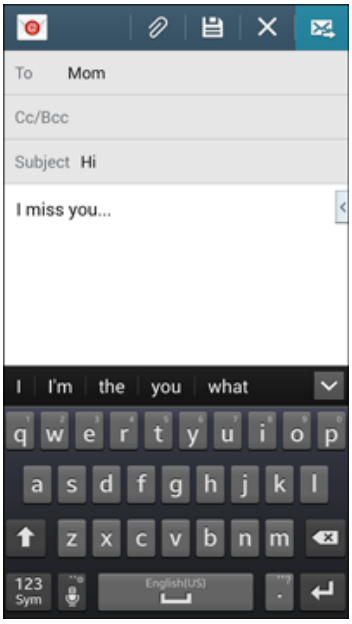
- If you want to switch to a different email account, tap the account name at the top of the screen and select another account.

2. Tap **Compose** .



❖ The email composition window opens.

3. Enter the message recipient(s), subject, and message.
4. Tap **Send** .

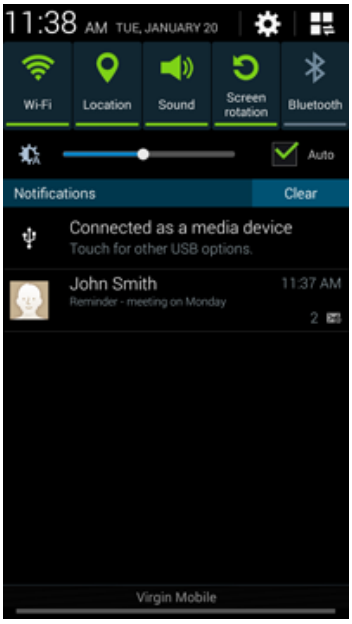


❖ The email message is sent.

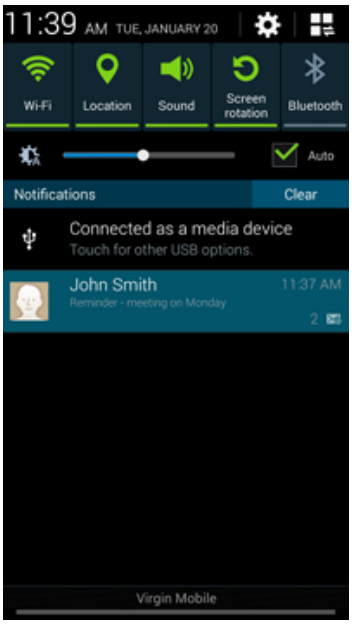
Open New Email Messages

When new email arrives, you will see in the Status Bar.

1. Drag the Status Bar down to display the Notification Panel.



2. Tap the new message from the Notification Panel.



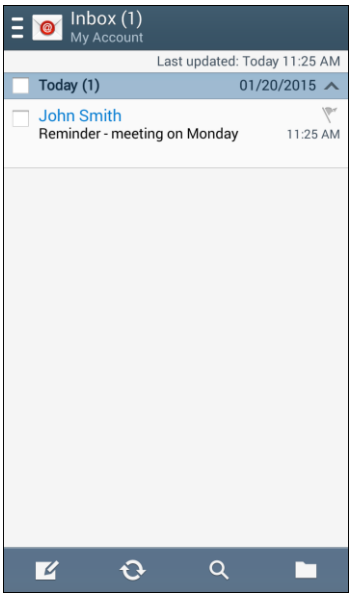
❖ The new email message opens.

- If you have two or more new email messages, tapping the notification opens the email inbox. Tap a message to open it.

Open Email Messages

You can also open and read email messages directly from the email inbox. Reading and replying to email on your phone is as simple as on your computer.

1. From home, tap **Apps** > **Email** .



   - ❖ The email inbox opens.

2. Tap the message you want to view.
   - ❖ The email message opens.

Tip: Tap the account name at the top of the screen to switch to a different email account.

3. Tap **Reply** or **Reply all** to reply to the message.

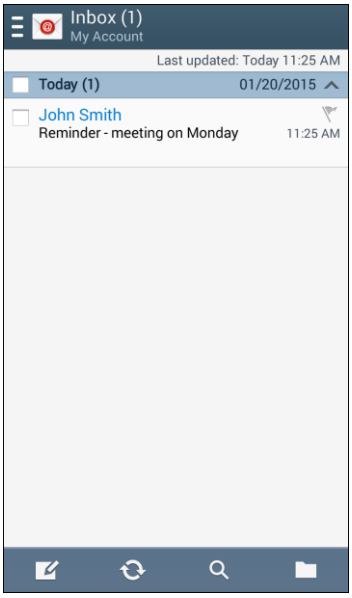
Options when Reviewing Email Messages

- **Resetting Mail as Unread**: Tap the check box on the left side of a read message and then tap **Mark as unread** .
- **Deleting Email**: Tap the check box on the left side of a message or messages and then tap **Delete** .
- **Syncing Accounts Manually**: Sync sent and received email messages manually at any time regardless of the automatic sync settings. Switch to the account you want to sync and then tap **Sync** .
- **Replying to Email Messages**: With an email message open, tap **Reply** or **Reply all** , compose your reply message, and tap **Send** .
- **Forwarding Email Messages**: With the email message open, tap **Forward** , enter a recipient and an additional message, and tap **Send** .

Delete an Email Account

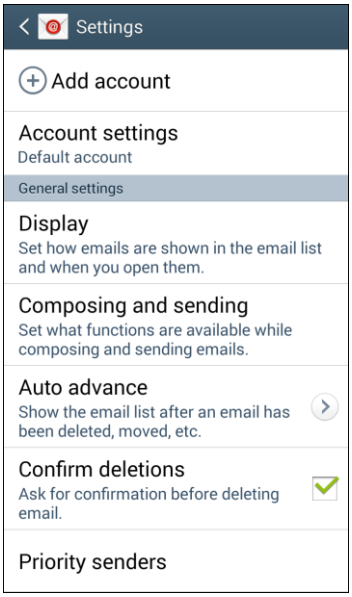
You can delete an email account from your phone if you no longer wish to receive messages for the account on your phone.

1. From home, tap **Apps** > **Email** .

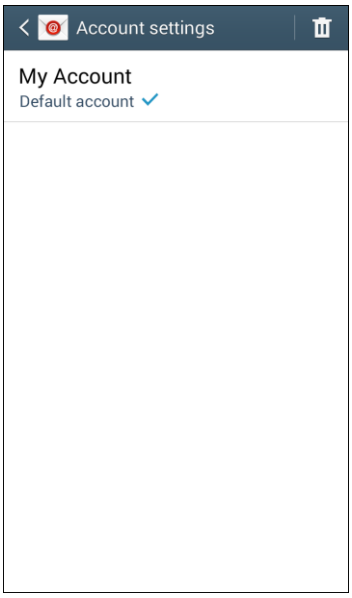


   ❖ The email inbox opens.

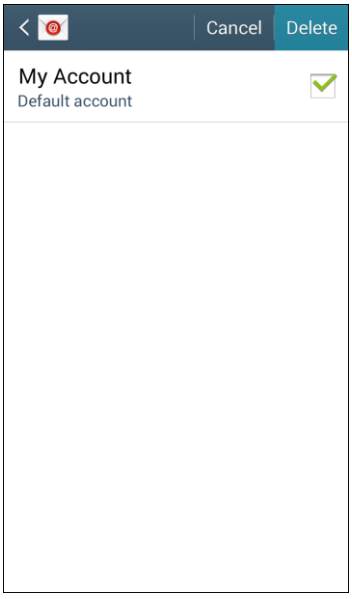
2. Tap **Menu** > **Settings** > **Account settings**.



3. Tap **Delete** .



4. Select the account(s) to delete, and then tap **Delete**.



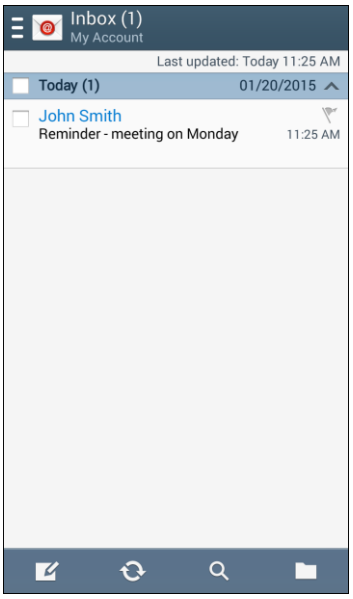
❖ The account is deleted from your phone

Manage Your Email Inbox

Your email inbox provides management options for viewing, sorting, and deleting your email messages.

View Your Email Inbox

1. From home, tap **Apps** > **Email** .



   - ❖ The email inbox opens.

2. Tap the email account at the top of the screen to select a different inbox, or tap **Combined view** to see all your email inboxes at once.

Refresh an Email Account

Whatever your automatic synchronization settings are, you can also synchronize your sent and received email messages manually at any time.

- ■ While viewing the account you want to synchronize, tap **Sync** .

Filter Email Messages

1. On the email account inbox, tap **Menu** > **Sort by**.
2. Select options for filtering email messages.

Delete Email Messages

1. On the email account inbox, tap the check box next to the messages you want to delete.
2. Tap **Delete** .

Exchange ActiveSync Email Features

Set options for your corporate Exchange ActiveSync email messages, including synchronization options, flagging messages, out-of-office messages, meeting requests, and message priority.

Synchronize Exchange ActiveSync Email

You can set Exchange ActiveSync to automatically check for new Exchange ActiveSync email messages.

Flag Email Messages

For an Exchange ActiveSync account, you can flag email messages to help you keep track of them.

Set Out of Office Status

You can set your Out of Office status and auto-reply message right from your phone.

Send a Meeting Request

You can send a meeting request to others.

Set Email Message Priority

You can mark messages as priority when you send them.

Data Services General Information (LTE and 3G Networks)

The following topics will help you learn the basics of using your data services, including managing your user name, launching a data connection, and navigating the Web with your phone.

Important: Certain data services requests may require additional time to process. While your phone is loading the requested service, the touchscreen or QWERTY keyboard may appear unresponsive when in fact they are functioning properly. Allow the phone some time to process your data usage request.

4G LTE

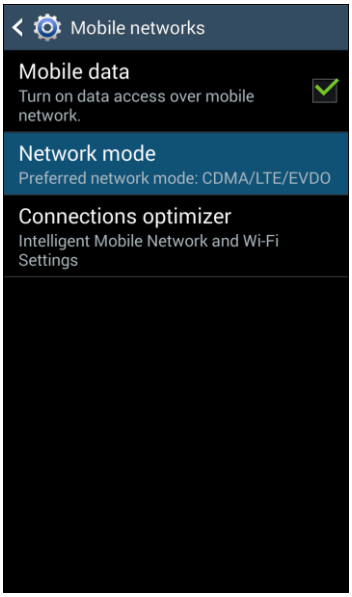
The Enhanced 4G LTE network provides your phone with wireless Internet access over greater distances than Wi-Fi and delivers data transfer rates of up to 60 Mbps. To connect your phone to the Enhanced 4G LTE network, you need to be in an area covered by the Enhanced 4G LTE network.

For more information about the availability of Enhanced 4G LTE in your location, visit virginmobileusa.com.

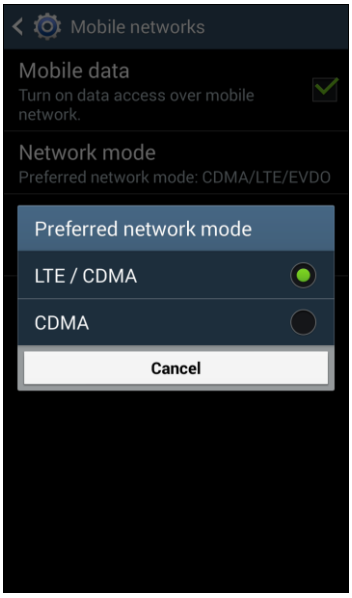
Note: The availability and range of the network depends on a number of factors including your distance to the base station, and infrastructure and other objects through which the signal passes.

Set Your Network Options

1. From home, tap **Apps** > **Settings** > **Connections** tab > **More networks** > **Mobile networks** > **Network mode**.



2. Select **LTE/CDMA** or **CDMA**.



   - The phone will scan for the best available network and will automatically connect to it.

When your phone is connected via Enhanced 4G LTE network, the LTE icon LTE appears on the Status Bar.

Note: The Enhanced 4G LTE network is self-discoverable, which means no additional steps are required for your phone to connect to it.

Data Connection Status and Indicators

Your phone displays the current status of your data connection through indicators at the top of the screen. The following symbols are used:

Icon	Status
	Network (full signal): The number of bars indicates the strength of the signal. More bars mean a better signal.
	Enhanced 4G LTE data service: Your phone is connected to the Enhanced 4G LTE network. The rays spin when data is being transferred.
	3G (data service): Your phone is connected to the 3G network. When the icon is animated, your phone is transferring or receiving data.

Browser

Your phone's Web browser gives you full access to both mobile and traditional websites on the go, using 3G, 4G, or Wi-Fi data connections.

SSL/TLS

SSL (Secure Sockets Layer) and TLS (Transport Layer Security) are protocols for encrypting sent/received data. While in a screen connected by SSL/TLS, data is encrypted to safely send/receive private information, credit card numbers, corporate secrets, etc., and provide protection against online threats (eavesdropping, falsification, impersonation, etc.).

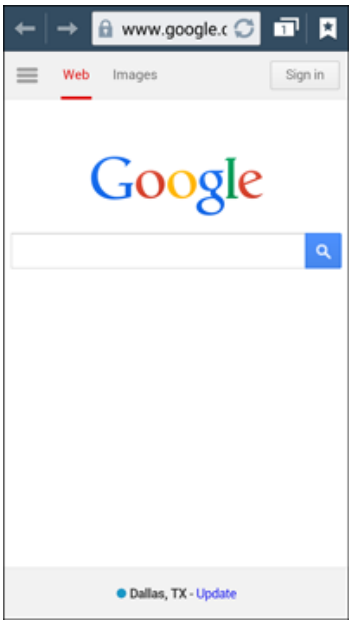
SSL/TLS Cautions

When opening a secured page, users must decide as their responsibility whether or not to open the page with use of SSL/TLS. Virgin Mobile and the applicable Certification Authorities make no guarantees whatsoever to users regarding security of SSL/TLS.

Use the Browser

Launching the browser is as easy as tapping an icon.

- From home, tap **Apps** > **Internet**.



  - The browser opens.
  - The first time you launch Internet, you may be prompted to enter your 10-digit wireless phone number to access the Virgin Mobile home page.
  - You can also launch the browser by tapping a URL in a text message, email message, or Gmail message.

Browser Use Options

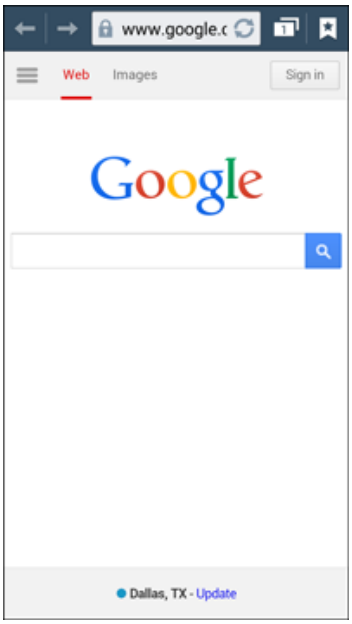
- **Searching within a Web Page**: With a Web page displayed, tap **Menu** > **Find on page**, and enter your search text.

Tip: To change the phone's default launch page to your current page, tap **Menu** > **Settings** > **Set homepage** > **Current page**.

Add a Bookmark

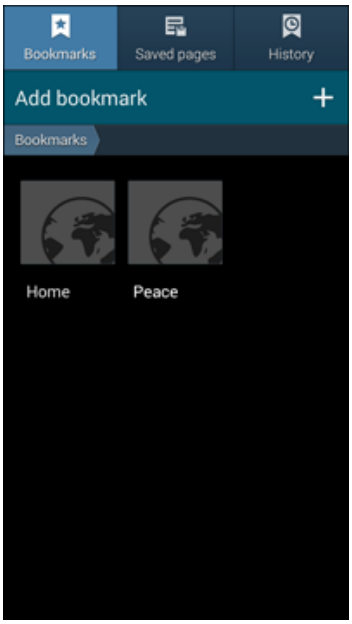
Bookmark favorite sites using the browser menu options.

1. From home, tap **Apps** > **Internet** .



❖ The browser opens.

2. Navigate to the Web page you want to bookmark, and tap **Bookmarks** > **Add Bookmark** .



❖ The add bookmark window opens.

3. Check or change the bookmark title, URL, etc., and then tap **Save**.

   ❖ The Web page is added to bookmarks.

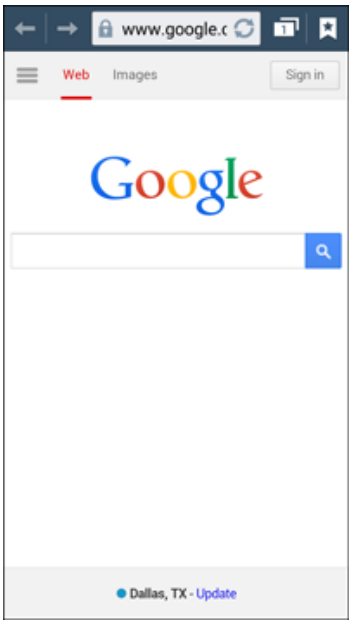
Bookmark Options

- **Editing Bookmarks**: From the browser, tap **Bookmarks**, touch and hold a bookmark, tap **Menu** > **Edit bookmark**, edit the bookmark, and then tap **Save**.
- **Deleting Bookmarks**: From the browser, tap **Bookmarks**, touch and hold a bookmark, tap **Delete**, and then tap **OK**.

View Browser History

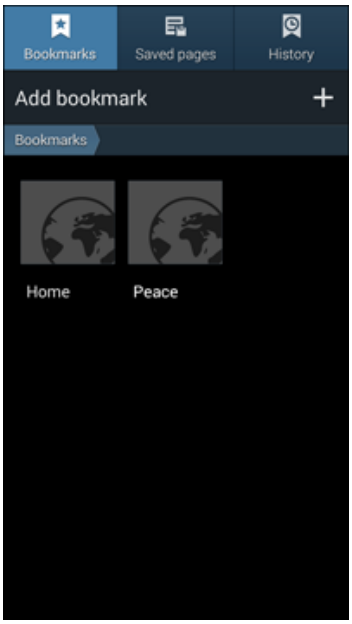
Use the browser menu options to view your browsing history.

1. From home, tap **Apps** > **Internet**.



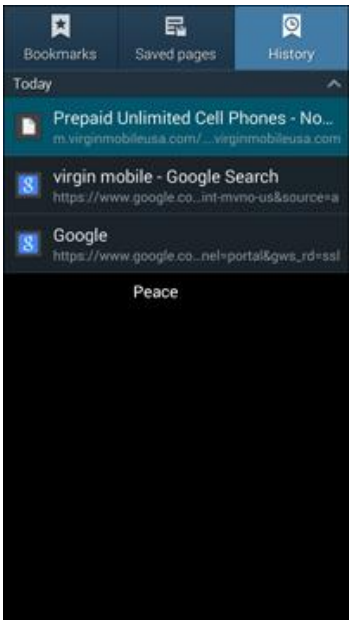
   ❖ The browser opens.

2. Tap **Bookmarks** .



❖ The bookmark window opens.

3. Tap **History** tab and then tap an entry.

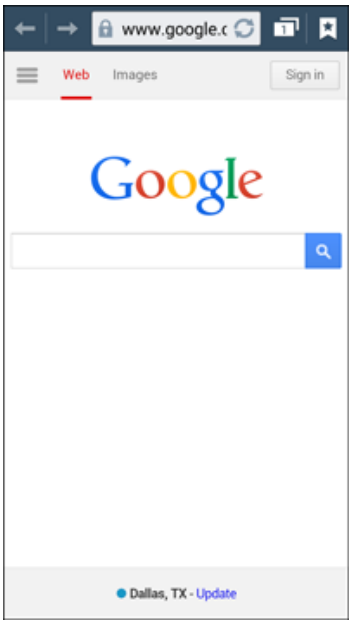


❖ The Web page opens.

Open New Browser Windows

Use windows to switch between websites quickly and easily.

1. From home, tap **Apps** > **Internet** .



❖ The browser opens.

2. Tap **Windows** .

❖ The window opens.

▪ If you don't see **Windows** , drag the Web page down to display the address bar.

3. Tap **New window** .

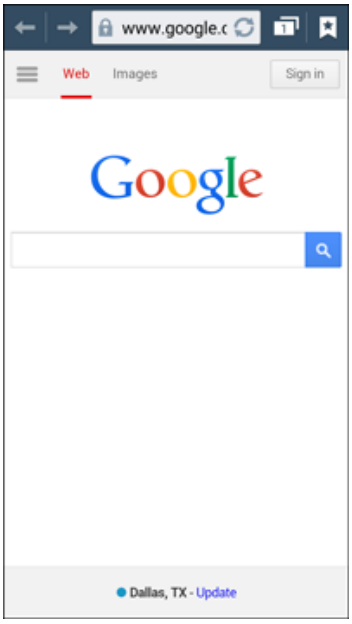
❖ A new window appears.

- To switch windows, tap **Windows** 2, and then touch a thumbnail.

Browser Settings

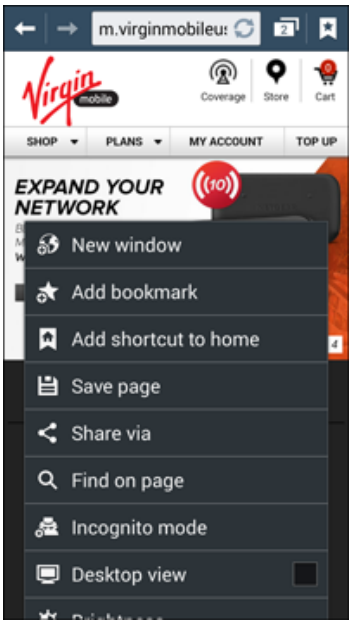
Customize your experience with the Internet through the browser settings menu.

1. From home, tap **Apps** > **Internet** .



❖ The browser opens.

2. Tap **Menu** > **Settings**, and customize your browser settings.

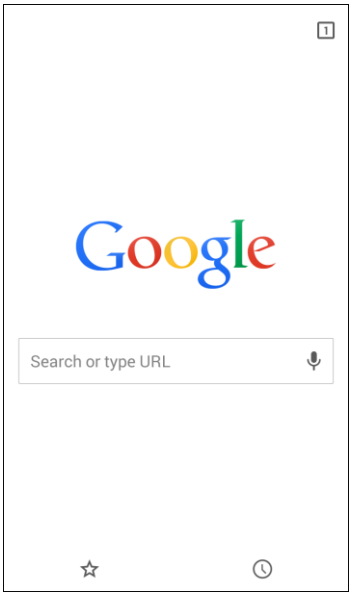


❖ Your browser settings are saved.

Chrome Browser

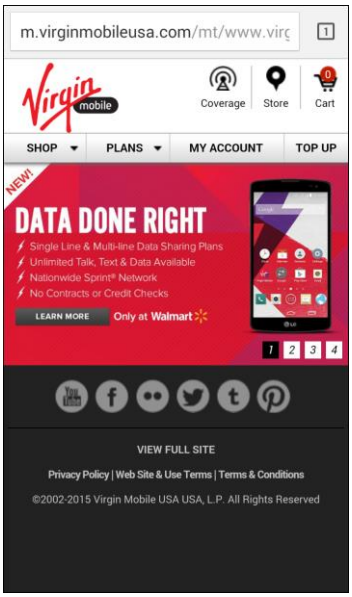
In addition to the default “Internet” Web browser, your phone supports the Chrome mobile Web browser. If you are signed in with a Google Account, the Chrome browser will import all your bookmarks and other Web preferences for use on your phone.

1. From home, tap **Apps** > **Chrome** .



❖ Chrome opens.

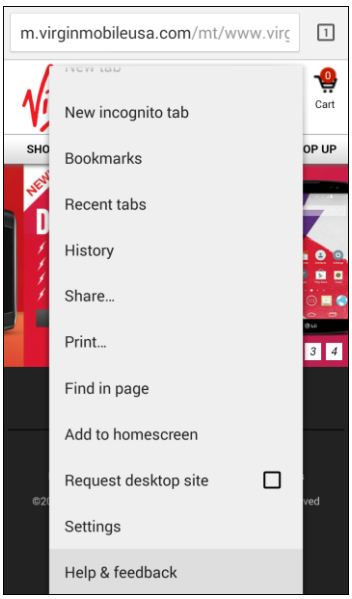
2. Tap the address bar and enter search words (for a Google search) or a Web address (URL).



❖ The search results appear or a Web page opens.

Chrome Support

■ To find on-phone help with Chrome, from Chrome, tap **Menu** > **Help & feedback**.



❖ A Web page will open displaying Google help for Chrome.

Tip: For more information, from your computer, visit: google.com/intl/en/chrome/browser/mobile.

Camera and Video

You can use the camera or video camera to take and share pictures and videos. Your phone comes with a 5 megapixel camera with an autofocus feature that lets you capture sharp pictures and videos.

Take Pictures and Record Videos

The following topics teach you how to take pictures and record videos with your phone's camera.

Capturing Pictures/Videos

- **File Format for Pictures**: File format for pictures is JPEG.
- **File Format for Videos**: File format for videos is MPEG4.

⚠ Camera Cautions

If Lens Becomes Dirty: Fingerprints/smudges on lens prevent capturing of clear still images/videos. Wipe lens with a soft cloth beforehand.

Avoid Exposure to Direct Sunlight: Be careful not to expose lens to direct sunlight for long periods. This may discolor color filter and affect color of images.

⚠ Mobile Light Warning

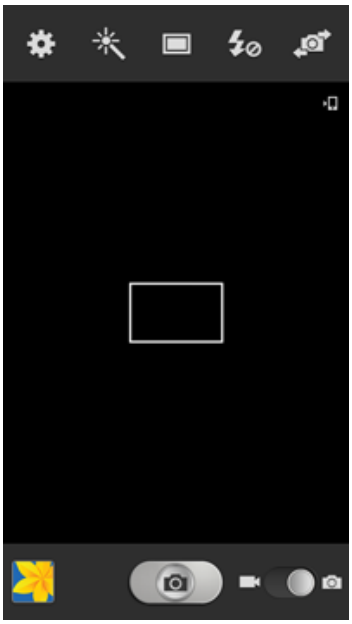
Do not shine Mobile Light close to eyes. Do not look directly at Mobile Light when shining. Do not shine Mobile Light at other people's eyes. May affect eyesight, etc.

Take a Picture

You can take high-resolution pictures using your phone's camera.

Note: If you have an SD card installed, pictures and videos are stored to the SD card. If no card is installed, pictures and videos are saved to your phone's memory.

1. From home, tap **Apps** > **Camera** .



❖ The camera viewfinder appears.

2. Aim the camera at your subject and then touch and hold .

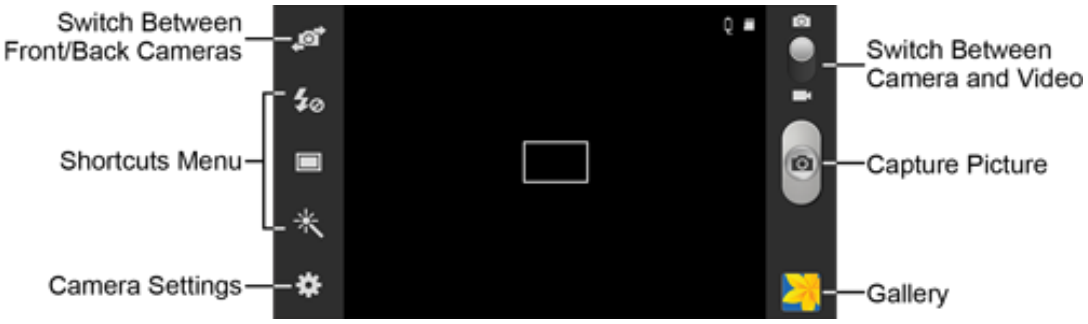
❖ Auto focus activates.

3. Release to take the picture.

❖ The shutter clicks and the picture is captured and saved to your phone or SD card.

Viewfinder Screen

The Viewfinder screen lets you view your subject and access camera controls and options.



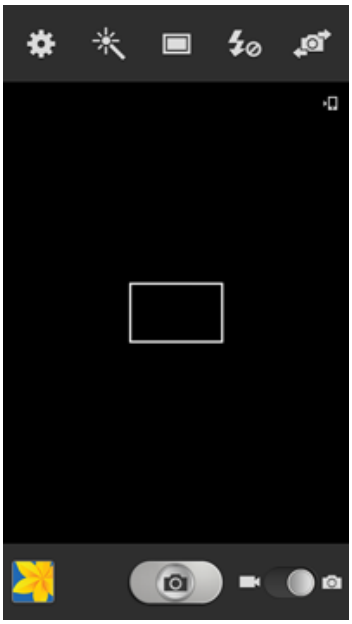
- **Switch Between Front/Back Cameras**: Switch between the back camera lens and the front-facing camera lens (for self-portraits, video chatting, etc.).
- **Shortcuts Menu**: The Shortcut menu give you quick access to frequently used camera settings. To customize the Shortcuts menu, touch and hold an icon to display the available options, and then drag an icon onto or off of the Shortcuts menu.
  - **Flash**: Switch between Flash on, Auto flash, and Flash off (back camera only).
  - **Mode**: Select an appropriate shooting mode for your surroundings and lighting conditions.
  - **Effects**: Use various visual effects on your pictures and videos.
- **Camera Settings**: Opens the camera settings menu and lets you change additional camera settings. See Camera Settings.
- **Record Video**: Begin recording video.
- **Capture Picture**: Take a picture.
- **Shooting Modes**: Select a shooting mode.
- **Gallery**: View your picture or Video in the Gallery application.

Record Videos

Record high-quality videos using your phone's video camera.

Note: If you have an SD card installed, pictures and videos are stored to the SD card. If no card is installed, pictures and videos are saved to your phone's memory.

1. From home, tap **Apps** > **Camera** .



   ❖ The camera viewfinder appears.

2. Slide from **Camera** to **Video** .

3. Aim the camera at your subject and then tap **Record** .

4. Video recording begins.

5. Tap to pause recording. Tap to stop recording.

   ❖ The camera stops recording and the video is captured and saved to your phone or SD card.

View Pictures and Videos Using Gallery

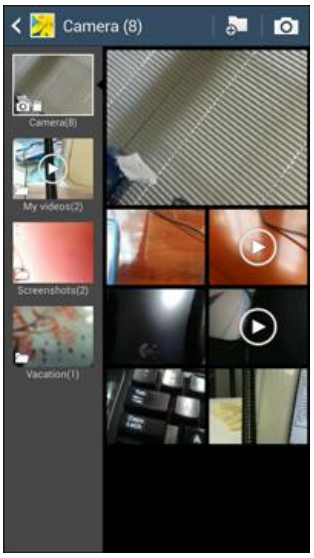
Using the Gallery application, you can view pictures and watch videos that you've taken with your phone's camera, downloaded, or copied onto your storage card or phone memory. You can also take a look at your pictures and your friends' pictures that are on your social networks (Facebook and Flickr only).

For pictures that are on your storage card or phone memory, you can do basic editing such as rotating and cropping. You can also easily assign a picture as your contact picture or wallpaper and share pictures with your friends.

1. From home, tap **Apps** > **Gallery** .

❖ The album list opens.

2. Tap an album (such as Camera).



❖ The list of pictures and videos for the album opens.

▪ To select another album, tap **Back** to return to the Albums tab.

3. Tap an image to view the picture or video.

    ❖ The picture opens or the video begins playing.

    - Tap a picture or video to view it full screen.
    - When viewing pictures and videos, you can touch and hold an image to open a selection menu and choose what to do with the picture or video.

Pictures and Videos: Review Screen

After capturing a picture or video, from the camera screen, tap the thumbnail image at the bottom right corner of the screen to see the item in the review screen. From there, you can access options such as save, view, send, or delete the picture or video.

Pictures and Videos: Options while Viewing

- **Zoom In or Out on a Picture**: Tap the screen twice or pinch the screen to zoom in or out on a picture.
- **Viewing Videos**: Use the onscreen controls to play, pause, or stop the video playback.

After selecting an album from the Albums tab, you can browse through the pictures and videos of that album. Tap a picture or video to view it in full screen. By default, the pictures and videos in an album are displayed in grid view.

Edit Pictures

Whether you are browsing pictures in filmstrip or grid view in the Gallery application, you can touch and hold on a picture to open a selection menu and choose to delete the picture, rotate or crop it, and more.

Rotate and Save a Picture

1. From home, tap **Apps** > **Gallery** .

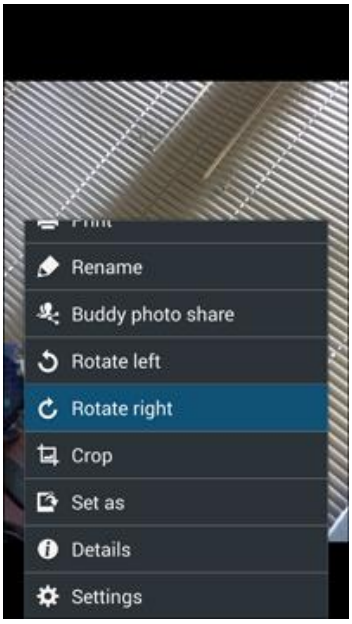
   ❖ The album list opens.

2. Tap an album (such as Camera).

   ❖ The list of pictures and videos for the album opens.

3. Tap the picture you want to rotate.

4. Tap **Menu** and then select either **Rotate left** or **Rotate right**.



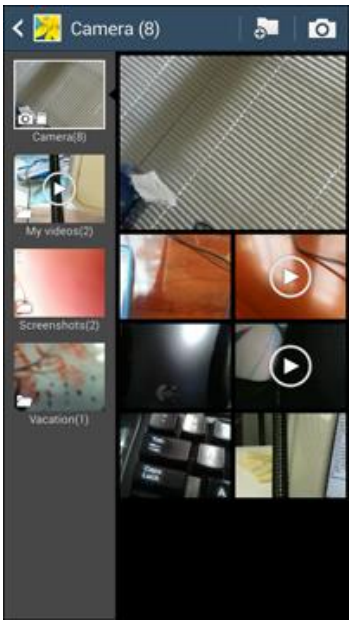
❖ The picture is rotated and saved to the phone or SD card, depending on your settings.

Crop a Picture

1. From home, tap **Apps** > **Gallery**.

❖ The album list opens.

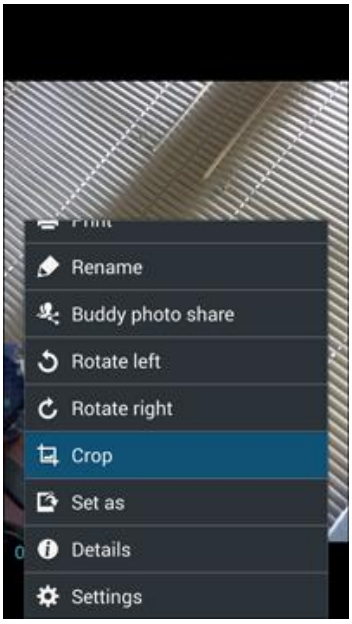
2. Tap an album (such as Camera).



❖ The list of pictures and videos for the album opens.

3. Tap the picture you want to crop.

4. Tap **Menu** > **Crop**.



❖ A crop box appears on the picture.

5. To adjust the crop box size, touch and hold the edge of the box. When directional arrows appear, drag your finger inward to or outward to resize the crop box.

   - To move the crop box to the part of the picture that you want to crop, drag the crop box to the desired size and position.

6. Tap **Done** to apply the changes to the picture.

   ❖ The cropped picture is saved in the album as a copy. The original picture remains unedited.

Share Pictures and Videos

The Gallery application lets you send pictures and videos using email or multimedia messages. You can share pictures on your social networks (such as Facebook, Flickr, Picasa, and Twitter) and share videos on YouTube. You can also send them to another phone or your computer using Bluetooth.

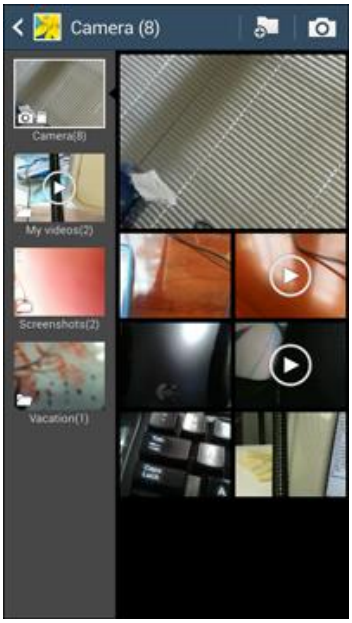
Send Pictures or Videos by Email

You can send several pictures, videos, or both in an email or Gmail message. They are added as file attachments in your email. For more information about using email and Gmail, see Compose and Send Email or Create and Send a Gmail Message.

1. From home, tap **Apps** > **Gallery** .

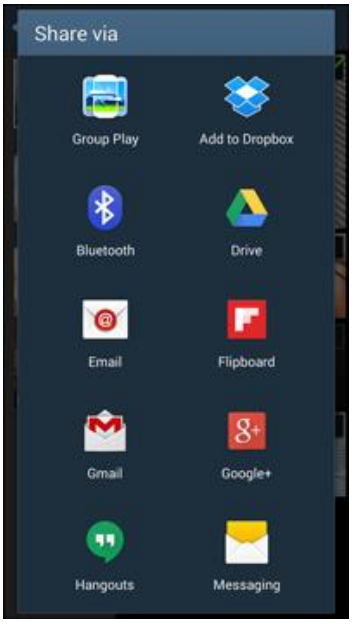
❖ The album list opens.

2. Tap an album (such as Camera).



   - ❖ The list of pictures and videos for the album opens.

3. Tap the album that contains the picture or video you want to share.
4. Tap the picture or video you want to share.
   - To select multiple items, touch and hold an image to turn on multiple select. Tap all the items you want to include.
5. Tap **Share** and then on the Share via menu, tap **Email** or **Gmail**.



   - ❖ Follow onscreen prompts to complete and send the message.

Note: If you selected **Mail** and you have multiple email accounts, the default email account will be used.

For more information about using email and Gmail, see Compose and Send Email or Create and Send a Gmail Message.

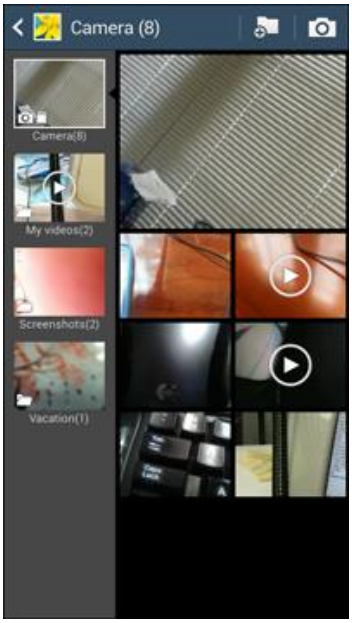
Send a Picture or Video by Multimedia Message

Multimedia Messaging (MMS) lets you send pictures and videos using your phone's messaging app. Although you can send several pictures or videos in a multimedia message, it may be better to just send one at a time, especially if the files are large in size.

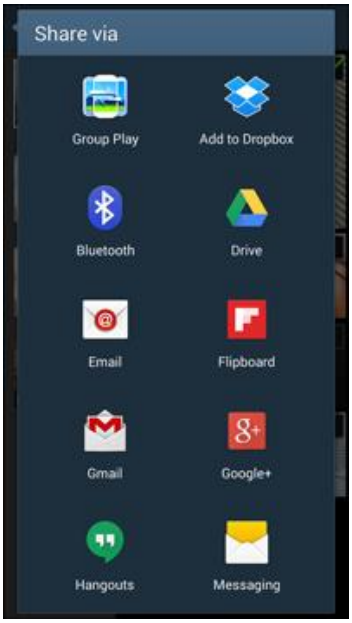
1. From home, tap **Apps** > **Gallery** .

❖ The album list opens.

2. Tap an album (such as Camera).



   - ❖ The list of pictures and videos for the album opens.
3. Tap the album that contains the picture or video you want to share.
4. Tap the picture or video you want to share.
   - To select multiple items, touch and hold an image to turn on multiple select. Tap all the items you want to include.
5. Tap **Share** and then on the Share via menu, tap **Messaging**.



   - ❖ Follow the onscreen prompts to complete and send the message.

For more information about sending multimedia messages, see Send a Multimedia Message (MMS).

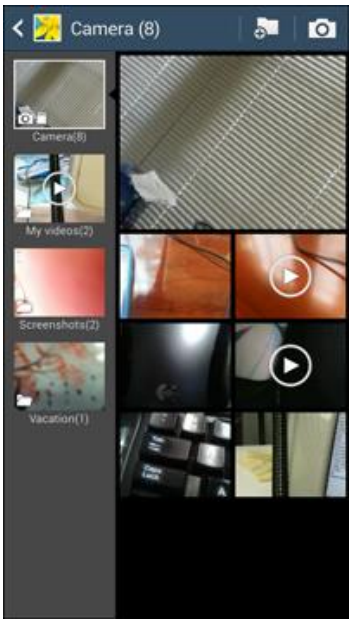
Send Pictures or Videos Using Bluetooth

You can select several pictures, videos, or both and send them to someone's phone or your computer using Bluetooth.

1. From home, tap **Apps** > **Gallery** .

   ❖ The album list opens.

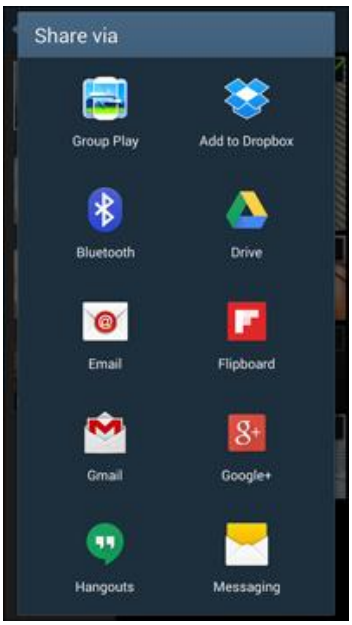
2. Tap an album (such as Camera).



   ❖ The list of pictures and videos for the album opens.

3. Tap the album that contains the picture or video you want to share.

4. Tap the picture or video you want to share.
    - To select multiple items, touch and hold an image to turn on multiple select. Tap all the items you want to include.
5. Tap **Share** and then on the Share via menu, tap **Bluetooth**.



    - ❖ Follow the onscreen prompts to complete and send the files.

For more information, see Bluetooth.

Share Videos on YouTube

You can share your videos by uploading them to YouTube. Before you do this, you must create a YouTube account and sign in to that account on your phone.

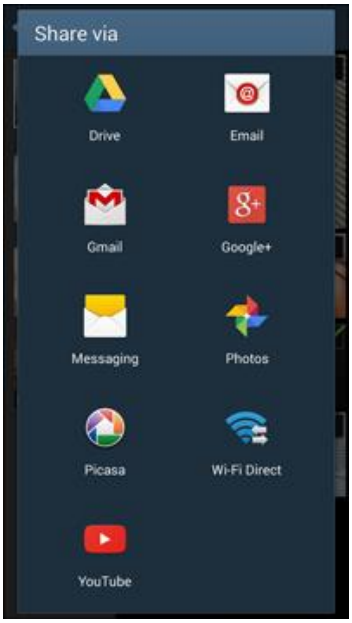
1. From home, tap **Apps** > **Gallery** .

   ❖ The album list opens.

2. Tap an album (such as Camera).

   ❖ The list of pictures and videos for the album opens.

3. Tap the album that contains the video you want to share.
4. Tap the video you want to share.
    - To select multiple videos, touch and hold an image to turn on multiple select. Tap all the videos you want to include.
5. Tap **Share** and then on the Share via menu, tap **YouTube**.



6. Enter the prompted information, such as description and tags, and select a privacy option.
7. Tap **Upload** .
    - ❖ The upload is completed.

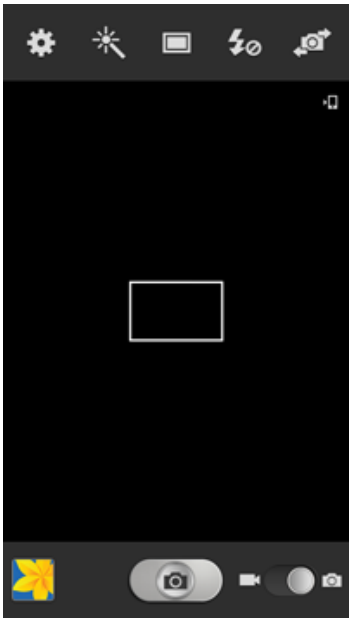
Camera Settings

You can adjust your camera's settings using the icons on the main camera screen and the full camera settings menu.

Switch Cameras

Your phone lets you switch between the front and back cameras.

1. From home, tap **Apps** > **Camera** .



   ❖ The camera viewfinder appears.

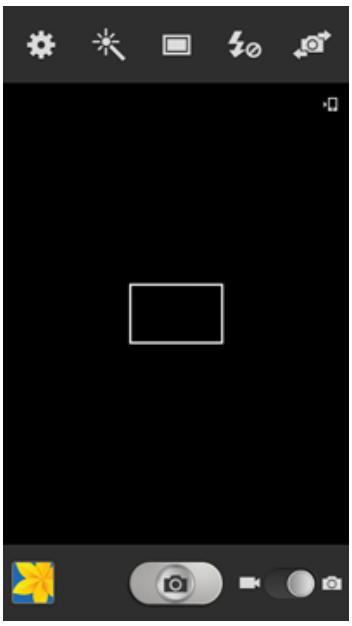
2. Tap > **Switch cameras**.

   ❖ The viewfinder switches between the front and back cameras.

Set Camera Settings

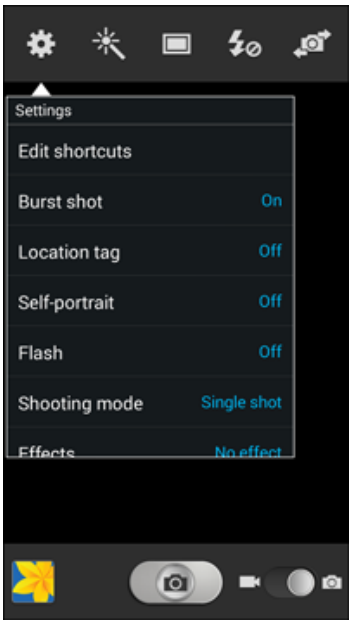
You can configure your camera's settings to fit any situation and event.

1. From home, tap **Apps** > **Camera** .



   ❖ The camera viewfinder appears.

2. Tap **Settings** .



   ❖ The camera settings menu opens. Available settings differ depending on which camera (front/back) and camera mode in use.

3. Select your desired settings.

   ❖ The settings are applied.

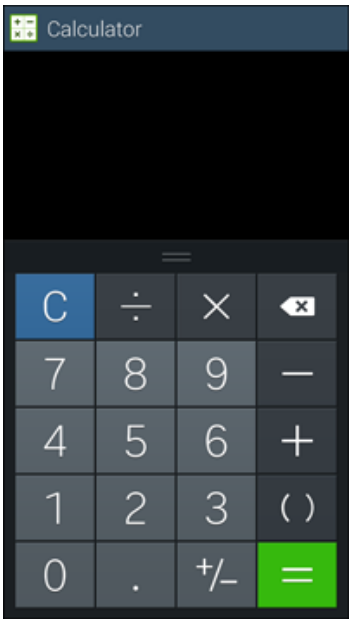
Useful Apps and Features

The following topics detail many of your phone's tools and features such as maps and navigation, calendar, clock, social networking apps, music, memos, and more.

Calculator

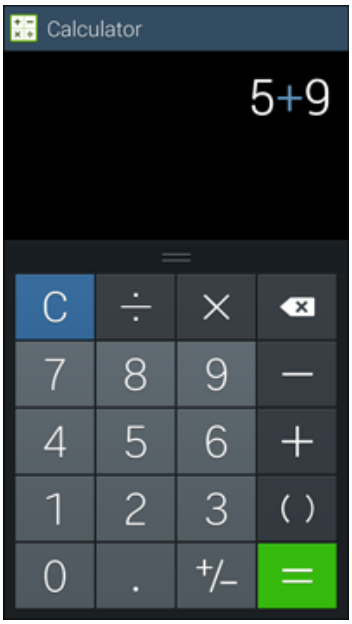
Your phone's convenient built-in calculator lets you perform basic mathematical equations.

1. From home, tap **Apps** > **Calculator**.



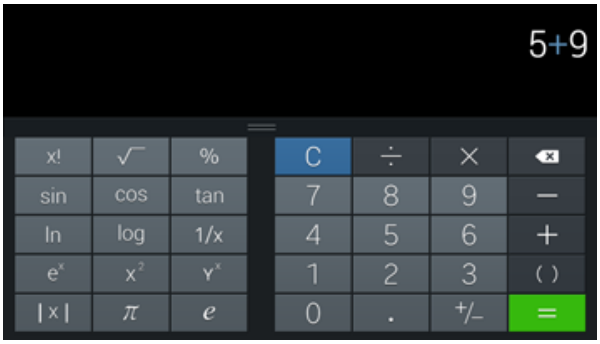
❖ The calculator app launches.

2. Tap onscreen keys for calculations.



❖ Calculation results appear.

3. To use the scientific calculator, make sure Screen rotation is turned on (**Notification Panel** > **Screen rotation**), and rotate the screen to the landscape orientation.



❖ Keys for the scientific calculator appear.

Calendar

Use Calendar to create and manage events, meetings, and appointments. Your Calendar helps organize your time and reminds you of important events. Depending on your synchronization settings, your phone's Calendar stays in sync with your Calendar on the Web, Exchange ActiveSync calendar, Google Calendar, and Outlook calendar.

In order to sync with your Google calendar, you must sign in to a Google account on your phone. See Google Account.

Calendar Operations

- **View Today's Calendar**: From the Calendar, tap **Today**.
- **Change Calendar View**: From the Calendar, tap **Year**, **Month**, **Week**, **Day**, **List**, or **Task** to change the current view.
- **View Next/Previous Month (Month View)**: From the Calendar, flick the screen left or right.
- **View Next/Previous Week (Week View)**: From the Calendar, flick the screen left or right.
- **View Next/Previous Day (Day View)**: From the Calendar, flick the screen left or right.

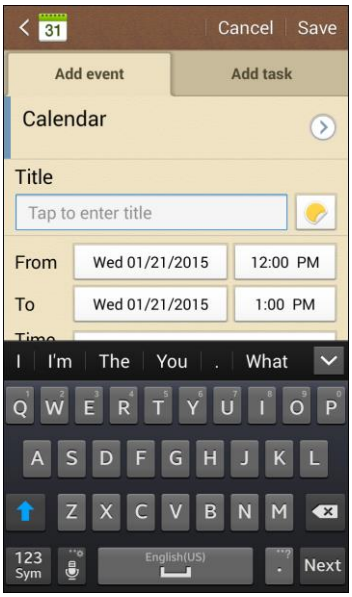
Add an Event to the Calendar

Add events to your calendar directly from the Calendar application.

1. From home, tap **Apps** > **Calendar**.

❖ The Calendar app opens.

2. Tap **Add** +.



❖ The add event window opens.

3. Enter an event title, start date/time, end date/time, etc., and then tap **Save**.

❖ The event is added to your calendar.

Selecting a Calendar

If you have more than one calendar, select a calendar in which to add events.

- While viewing a calendar, tap **Menu** > **Calendars**. The following options are available:
  - Select **My Calendars** to create an event that will appear only on your phone.
  - Select your Google Account to create a Google Calendar event. If you have several Google Calendars on the Web, select one in which to add your event.
    - You can create multiple Google Calendars only in Google Calendar on the Web. After creating them in Google Calendar on the Web, you'll be able to see them in the Calendar application on your phone. For more information about creating and managing multiple Google Calendars, visit the Google website: calendar.google.com.
  - If you have synchronized your phone with an Exchange ActiveSync account or Outlook on your computer, you can also select these calendars.
    - Select **PC Sync** to create an Outlook Calendar event to sync with your computer.
    - Select **Exchange** to create an Exchange ActiveSync calendar event.

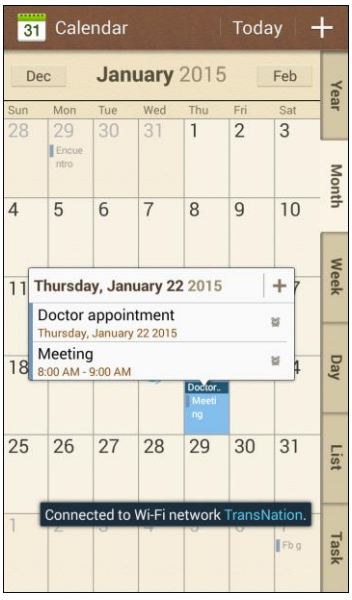
View Calendar Events

You can display the Calendar in daily, weekly, monthly, or agenda view. To change the Calendar view, tap the **Year**, **Month**, **Week**, **Day**, **Agenda**, or **Task** tabs along the side.

1. From home, tap **Apps** > **Calendar**.

   ❖ The Calendar app opens.

2. Tap a date and then tap an event.



   ❖ The event details appear.

   - Tap the event to view details, and then tap to edit the event.

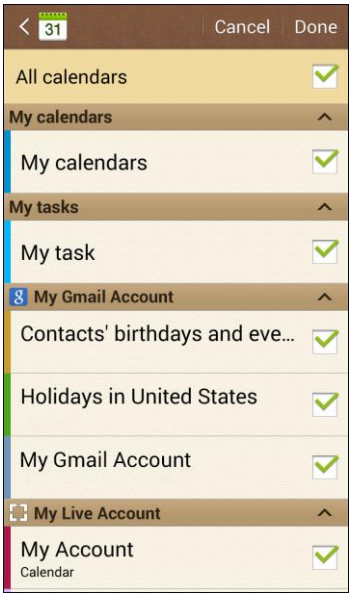
Sync Calendars

You can select which calendars you'd like to sync on your phone, along with what types of information you want to sync.

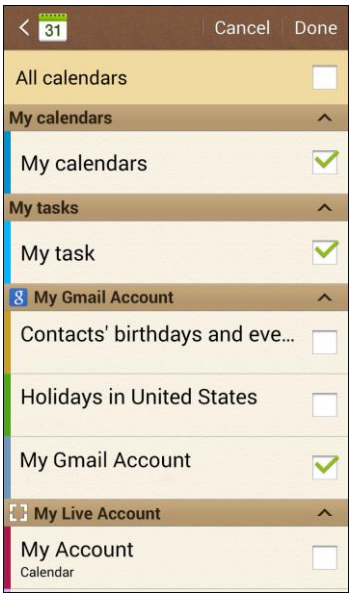
1. From home, tap **Apps** > **Calendar**.

   ❖ The Calendar app opens.

2. Tap **Menu** > **Calendars** > **Display**.

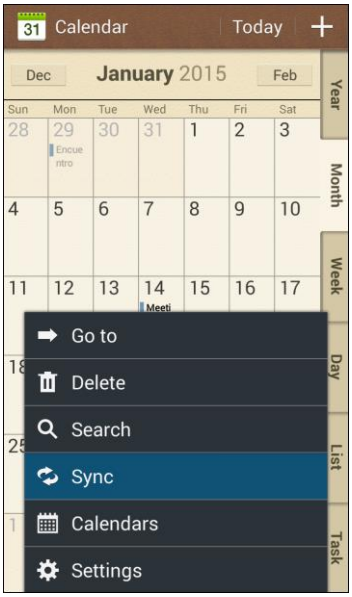


3. Select sync options by adding or removing check marks from the items.



❖ The sync settings have been updated.

4. Tap Back to return to Calendar view, and then tap **Menu** > **Sync**.



❖ The selected calendars sync.

Synchronize an Exchange ActiveSync Calendar

If you have set up a Microsoft Exchange ActiveSync account on your phone, you can also synchronize Exchange ActiveSync calendar events on your phone. Calendar events on your Exchange ActiveSync will also show in Calendar if you chose to synchronize with the Exchange ActiveSync Server.

1. To check if Exchange ActiveSync items are set to be synchronized, from home, tap **Apps** > **Settings** > **Microsoft Exchange ActiveSync**

Note: If Microsoft Exchange ActiveSync doesn't appear under the Accounts heading in the Settings menu, you do not have an Exchange ActiveSync account configured on the phone. For information about adding an account, see Add an Exchange ActiveSync Account.

2. If your Exchange ActiveSync account is set for synchronization, you will see a **Sync** icon .

Clock

Your phone has a clock app that lets you set alarms, view time in time zones around the world, use a stopwatch, set a timer, and use your phone as a desk clock.

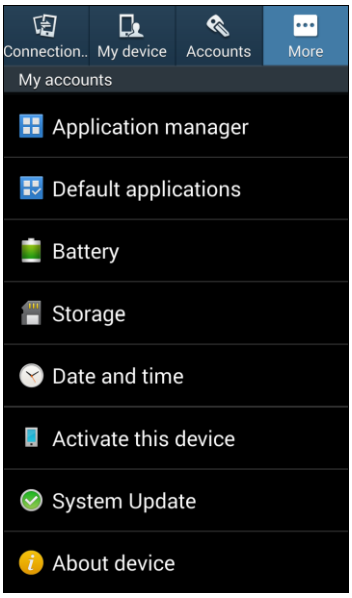
Checking the Time

You can check the current time any time on your phone. The current time displays in the upper right corner of the Status Bar. Many widgets and Lock screens also display the time and provide options for how time is displayed.

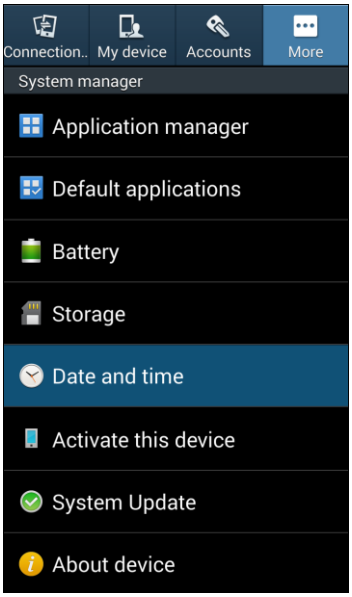
Setting Date and Time

Your phone automatically receives the current date and time from the wireless network. You can set the date by hand by overriding the default setting.

1. From home, tap **Apps** > **Settings**.



2. Tap **Date and time**.



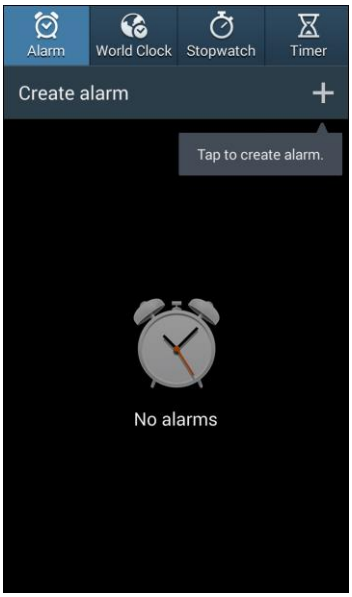
3. Set available date and time options.

   ❖ Your date and time settings are applied and saved.

Set Alarms

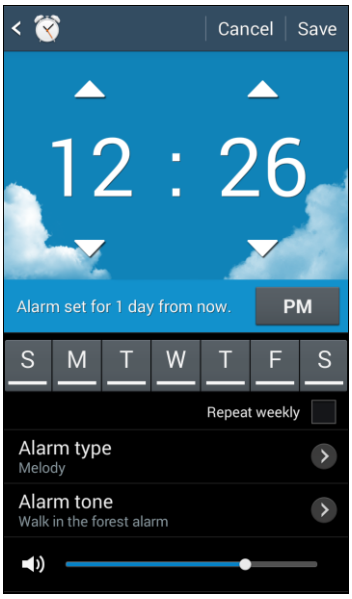
Set multiple alarms using your phone's Clock app.

1. From home, tap **Apps** > **Clock** .

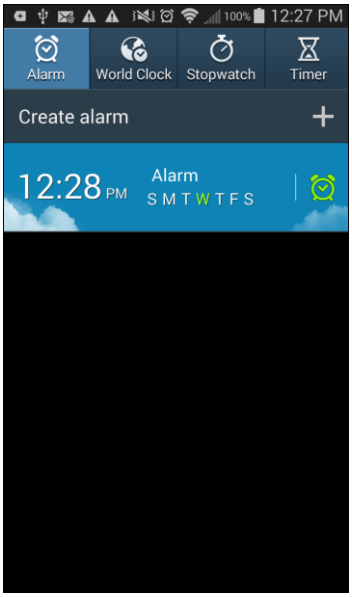


   ❖ The Clock appears.

2. Tap **Create alarm** .



3. Set the alarm options, including time, days, repeat pattern, alarm type, alarm tone, and volume, and then tap **Save**.



❖ The alarm is set.

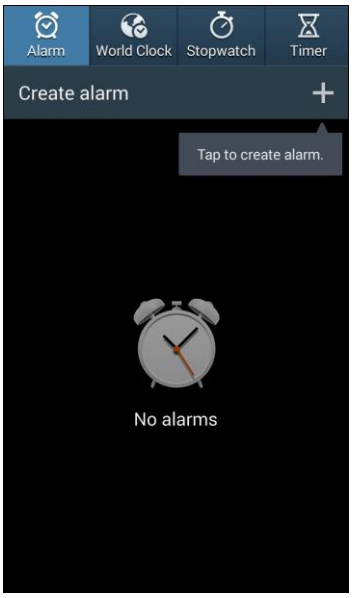
Phone at Alarm Time

- At the set alarm time, the phone sounds the alarm and/or vibrates.
- When the alarm sounds, drag to the right to dismiss it.

World Clock

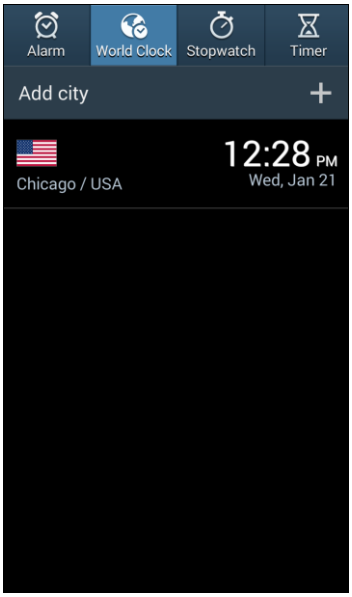
The world clock lets you keep track of the current time in multiple cities around the globe.

1. From home, tap **Apps** > **Clock** .

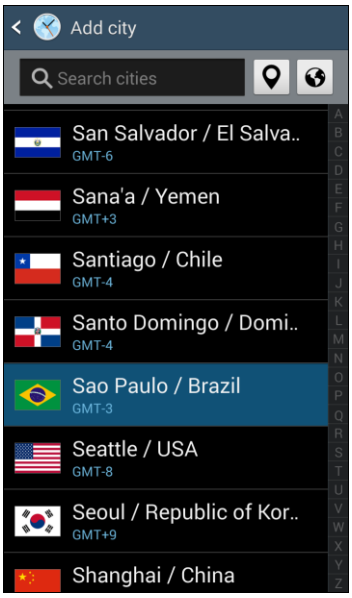


   ❖ The Clock appears.

2. Tap **World Clock**.



3. Tap **Add City** and select a city.

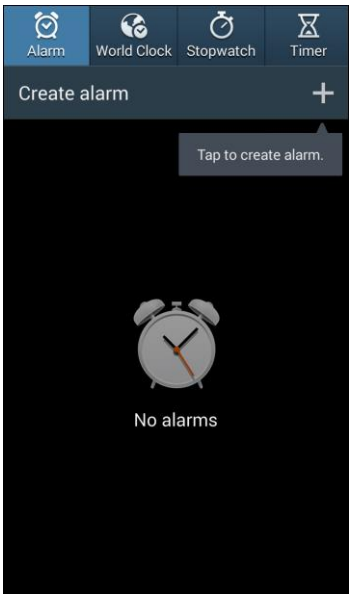


4. Repeat to add multiple cities.

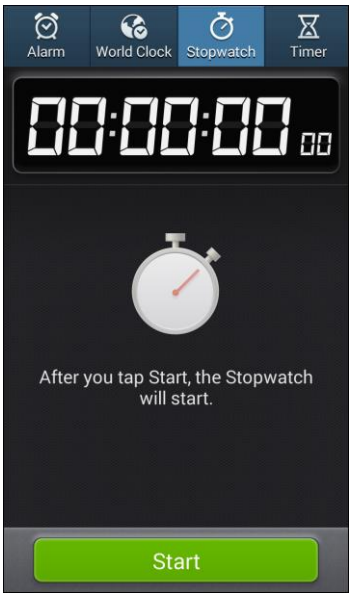
Stopwatch

The stopwatch lets you time events down to the hundredth of a second.

1. From home, tap **Apps** > **Clock** .



2. Tap **Stopwatch**.

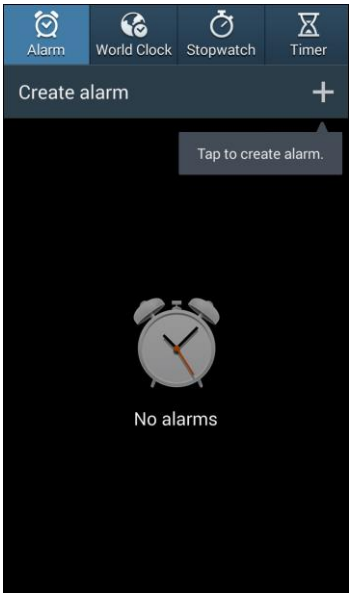


3. Tap **Start** to begin timing.
4. Tap **Stop** to stop timing.
    - Additional options include **Lap** to keep track of laps, **Restart** to continue timing, and **Reset** to reset the stopwatch to zero.

Timer

The timer provides a countdown timer for up to 99 hours, 59 minutes, and 59 seconds.

1. From home, tap **Apps** > **Clock** .



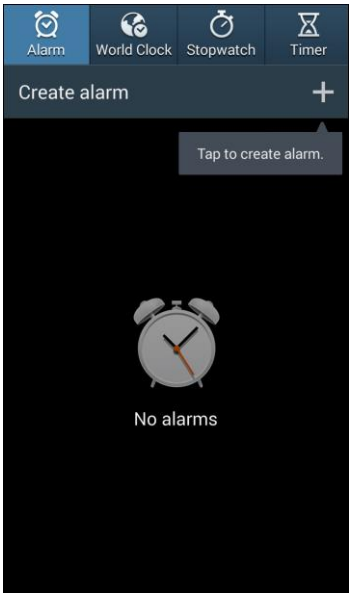
2. Tap **Timer**.

3. Use the keypad to set the length of the timer.
4. Tap **Start** to begin the timer.

Desk Clock

The Desk clock displays a full screen version of the current time and date, weather, and quick access to your favorite apps.

1. From home, tap **Apps** > **Clock** .



2. Tap **Desk clock**.

3. Touch to maximize and minimize the desk clock.

4. Tap **Menu** > **Settings** for options.

Dropbox

Dropbox works to provide access to your desktop files directly from your phone. This app allows you to bring your files with you when you're on the go, edit files in your Dropbox from your phone, upload photos and videos to Dropbox, and share your selected files freely with family and friends.

The app works in conjunction with a partner program placed on a target computer using an active Internet connection.

Dropbox creates a folder that automatically synchronizes its contents across all of your connected devices on your account. Update a file to your Dropbox on your computer, and it’s automatically updated to the same folder on your other devices.

Download the Desktop Application

Follow the procedures below to download the desktop application.

1. Use your computer’s browser to navigate to: dropbox.com.

2. Follow the onscreen setup and installation instructions on your target computer containing the desired files.

Important: The computer application must be installed on the computer containing the desired files. This computer must have an active Internet connection.

Access Dropbox on Your Phone

Access the Dropbox app and set up your Dropbox account.

1. From home, tap **Apps** > **Dropbox** .
2. Tap **Start**, and then tap **Sign up for Dropbox**, or tap **Sign in**.
3. Follow the onscreen instructions to sign in to your account, or register for a new account.

Manually Upload a Picture to Dropbox

Follow the below procedures to manually upload pictures to the Dropbox app.

1. From home, tap **Apps** > **Camera** .
2. After the image is taken, tap the Image Viewer box at the bottom right. This previews the current image.
3. Tap the image to reveal the image options at the top of the screen.
4. Tap > **Dropbox**, select a folder location, and tap **Upload**.

Note: If your share folder is located on your computer, you will momentarily receive an onscreen popup notifying you that a new image was uploaded to your shared Dropbox folder.

GALAXY Apps

Discover apps designed exclusively for your Galaxy phone.

Note: You must sign in to a Samsung account in order to download GALAXY apps.

- From home, tap **Apps** > **GALAXY Apps** .

Gallery

Using the Gallery application, you can view pictures and watch videos that you've taken with your phone's camera, downloaded, or copied to an optional memory card (not included).

For pictures stored on an optional memory card, you can do basic editing such as rotating and cropping. You can also set a picture as your contact picture or wallpaper and share pictures with your friends.

While viewing pictures in the Gallery, scroll up the screen to view more albums. Simply tap an album to view the photos or videos in that album.

If you have pictures or videos stored on an optional memory card (not included), they will be display folders they are stored in, and folders are treated as albums. The actual folder names will be used as the album names. If you have downloaded any photos and videos, these will be placed in the **All downloads** album.

1. From home, tap **Apps** > **Gallery**.

   ❖ The album list opens.

2. Tap an album (such as Camera).

   ❖ The list of pictures and videos for the album opens.

3. Select an album or tap a thumbnail to view the picture or video.

4. From the main Gallery screen, you can use these options:

   - Tap a picture or video to display it in full screen view.
   - Touch and hold thumbnails to select them (indicated by a check mark).
   - Tap **Albums** to choose a display style. You can view by Albums, All, Time, Locations, People, Favorites, or Spiral.
   - Tap **Folder** to create a new folder.
   - Tap **Camera** to launch the Camera to take pictures or record video.
   - Tap **Menu** for options. Available options depend on which Gallery screen you are viewing, and may include:
     - **Select item/album**: Depending on the view, tap albums or items to select them. After selection, you can tap **Menu** again for options you can use with the selected item(s).
     - **Slideshow**: Choose options to create a slideshow for viewing your pictures and videos.
     - **Sort by oldest/latest**: Reorder your pictures and videos.
     - **Content to display**: Filter content by storage location.
     - **Scan for nearby devices**: Finder nearby devices to stream media.
     - **Settings**: Configure options for Gallery.

View Photos and Videos

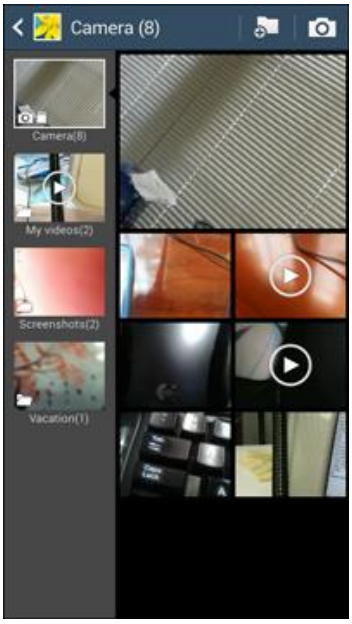
Tap a photo or video to view it in full screen.

View Photos

1. From home, tap **Apps** > **Gallery**.

   ❖ The album list opens.

2. Tap an album (such as Camera).



   ❖ The list of pictures and videos for the album opens.

3. Tap a thumbnail to view the picture. While viewing a picture full-screen you can use these options:

   - **Change player**: Share your content with nearby devices.
   - **Share**: Choose a method for sharing the picture.
   - **Delete**: Erase the current picture.
   - **Camera**: Launch the Camera to take pictures or record video.
   - **Menu**: Choose other options, including:
     - **Edit**: Edit your photo using Photo Editor or Paper Artist.
     - **Favorite**: Tag this picture or video as a Favorite.
     - **Slideshow**: Create a slideshow.
     - **Photo frame**: Add a frame to the picture.
     - **Photo note**: Write a note on the back of the picture.
     - **Copy to clipboard**: Place a copy of the item on the clipboard.
     - **Print**: Print the picture to a compatible Wi-Fi printer (not included).
     - **Rename**: Change the name of the file.
     - **Rotate left**: Rotate the image ninety degrees to the left.
     - **Rotate right**: Rotate the image ninety degrees to the right.
     - **Crop**: Adjust the size of the picture.
     - **Set as**: Set the picture as wallpaper on the Lock or Home screen.
     - **Details**: View file details.
     - **Settings**: Configure options for Gallery.

View Videos

Note: If no icons are displayed on the screen in addition to the picture, tap anywhere on the screen to display them.

1. From home, tap **Apps** > **Gallery** .
2. Tap a video to select it. When the video is displayed full-screen, you can use these options:
   - **Share**: Choose a method for sharing the video.
   - **Trim**: Edit the starting/ending times of the video.
   - **Delete**: Erase the current video.
   - **Play**: Play the video.
   - **More options**: Choose other options, including:
     - **Favorite**: Tag this picture or video as a Favorite.
     - **Slideshow**: Create a slideshow.
     - **Rename**: Change the name of the video file.
     - **Details**: View file details.
     - **Settings**: Configure options for Gallery.

Working with Photos

While viewing a photo, you can choose to delete the photo, rotate or crop it, and more.

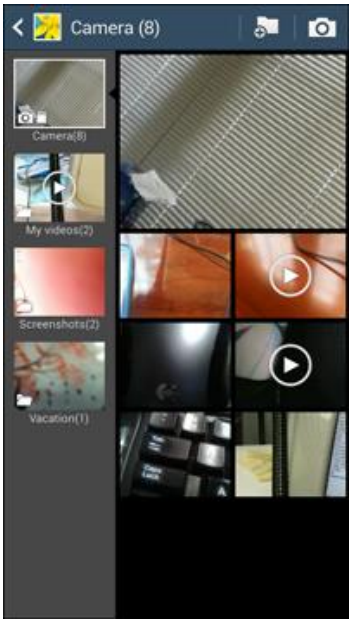
Rotate and Save a Photo

To rotate or save your photo, follow the procedures below.

1. From home, tap **Apps** > **Gallery** .

❖ The album list opens.

2. Tap an album (such as Camera).



❖ The list of pictures and videos for the album opens.

3. Tap an image to view your picture.
4. Tap **Menu** > **Rotate left** or **Rotate right**.

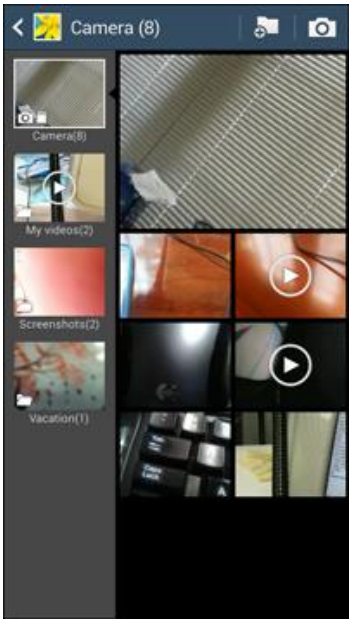
Crop a Photo

To crop your photos, follow the procedures below.

1. From home, tap **Apps** > **Gallery** .

❖ The album list opens.

2. Tap an album (such as Camera).



❖ The list of pictures and videos for the album opens.

3. Tap an image to view your picture.
4. Tap **Menu** > **Crop**.
   - To adjust the crop box size, touch and drag the edges of the box.
   - To move the crop box to the part of the photo that you want to crop, drag the center of the box to the desired position.
5. Tap **Done** to apply the changes to the picture.

The cropped picture is saved along with the original copy in your default storage location.

Share Photos and Videos

You can share and send pictures and videos from your phone using several different methods, including messaging, email, social media apps, Bluetooth, and more. To share photos and videos, follow these procedures.

Send Photos or Videos by Email or Gmail

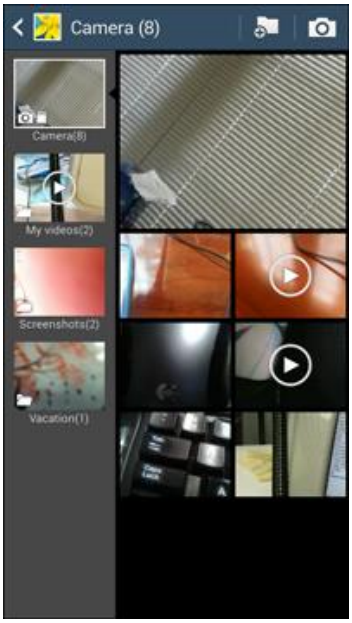
You can send photos, videos in an email or Gmail message. They are added as file attachments in your email.

1. From home, tap **Apps** > **Gallery** .

   ❖ The album list opens.

2. Tap the album that contains the photos or videos you want to share.

3. Tap the album that contains the photos or videos you want to share.



   - ❖ The list of pictures and videos for the album opens.

4. Tap the photo or video you want to send.

   - To select multiple pictures to send, touch and hold a thumbnail to display the selection screen, and then touch additional pictures.

5. Tap the screen and then tap **Share via** > **Gmail** or **Email**.

6. Address and compose your message and then tap **Send** or **Send**.

Note: If you have multiple email or Gmail accounts, the default account will be used.

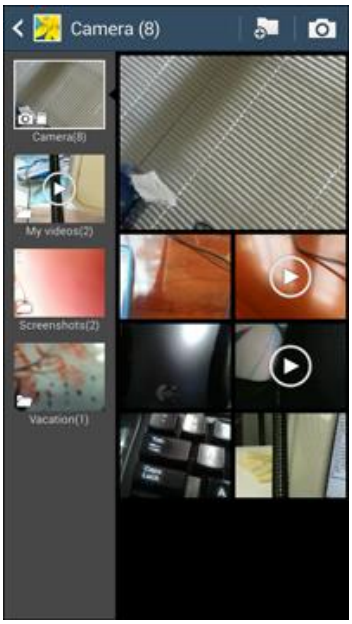
Send a Photo or Video by Multimedia Message

Although you can send several photos or videos in a multimedia message, it may be better to send one at a time, especially if the files are large in size.

1. From home, tap **Apps** > **Gallery**.

   ❖ The album list opens.

2. Tap the album that contains the photos or videos you want to send.



   ❖ The list of pictures and videos for the album opens.

3. Tap the photo or video you want to send.

4. Tap the screen and then tap **Share via** > **Messaging**.

5. Address and compose your message and then tap **Send**.

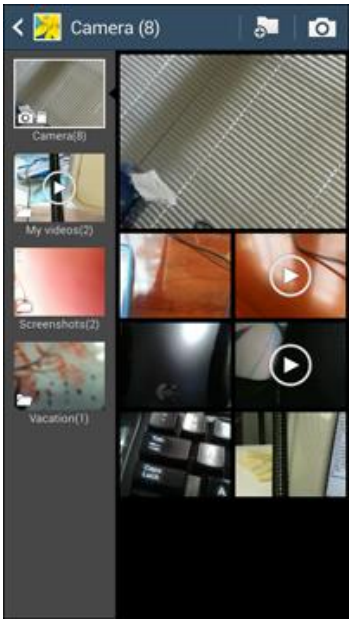
Send Photos or Videos Using Bluetooth

You can select several photos, videos, or both and send them to someone's device or your computer using Bluetooth.

1. From home, tap **Apps** > **Gallery**.

❖ The album list opens.

2. Tap the album that contains the photos or videos you want to send.



   ❖ The list of pictures and videos for the album opens.

3. Select the photos or videos you want to send.

4. Tap the screen and then tap **Share via** > **Bluetooth**.

In the next few steps, you'll be asked to turn on Bluetooth on your phone and connect to the receiving Bluetooth device so the files can be sent. For more information, see Bluetooth.

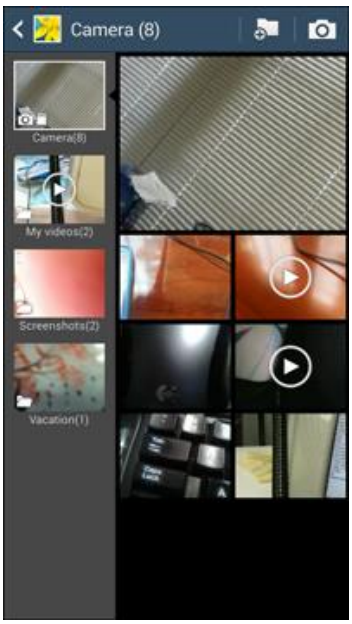
Send Photos or Videos via Additional Apps or Social Media

From Gallery, you can share your pictures and videos from a variety of apps and social media sites, such as Facebook, Google+, Hangouts, Instagram, and more. Available apps will vary depending on what you have installed on your phone.

1. From home, tap **Apps** > **Gallery** .

   ❖ The album list opens.

2. Tap the album that contains the photos or videos you want to send.



   ❖ The list of pictures and videos for the album opens.

3. Select the photos or videos you want to send.
4. Tap the screen, tap **Share via** , and then tap the app you want to use.
5. Follow the prompts to complete the share.

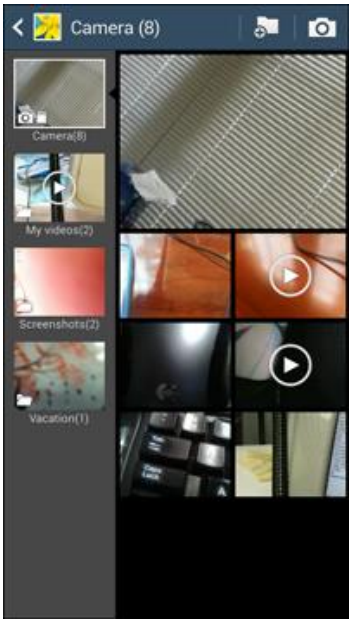
Share Videos on YouTube

You can share your videos by uploading them to YouTube. Before you do this, you must create a YouTube account and sign in to that account on your phone.

1. From home, tap **Apps** > **Gallery** .

❖ The album list opens.

2. Tap the album that contains the videos you want to share.



   ❖ The list of pictures and videos for the album opens.

3. Select the video you want to share.
4. Tap the screen and then tap **Share via** > **YouTube**.
5. Enter the prompted information, such as description and tags, and select a privacy option.
6. Tap **Upload**.

Google Play Books

Discovering your favorite books and authors has never been easier. With Google Play Books, you can shop the world's largest selection of eBooks and read them anywhere you like.

- From home, tap **Apps** > **Play Books**.

Google Play Games

Google Play Games is the easiest way for you to discover new games, track achievements and scores, and play with friends around the world. It brings all of your gaming on Google Play together in a unified Android experience.

- From home, tap **Apps** > **Play Games**.

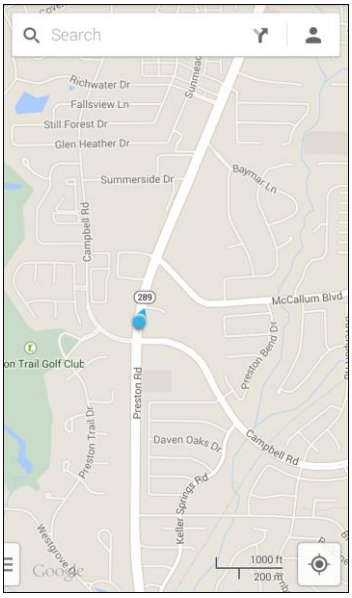
Google Maps

Use the Google Maps app to determine your location, find directions, browse local businesses and attractions, rate and review places, and more.

View Maps of Specified Places

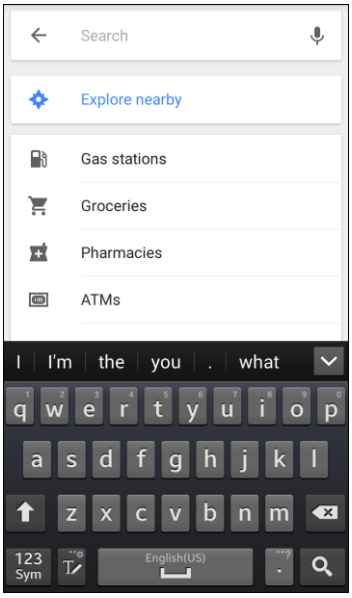
Use Google Maps to locate and map a specific address or destination.

1. From home, tap **Apps** > **Maps** .

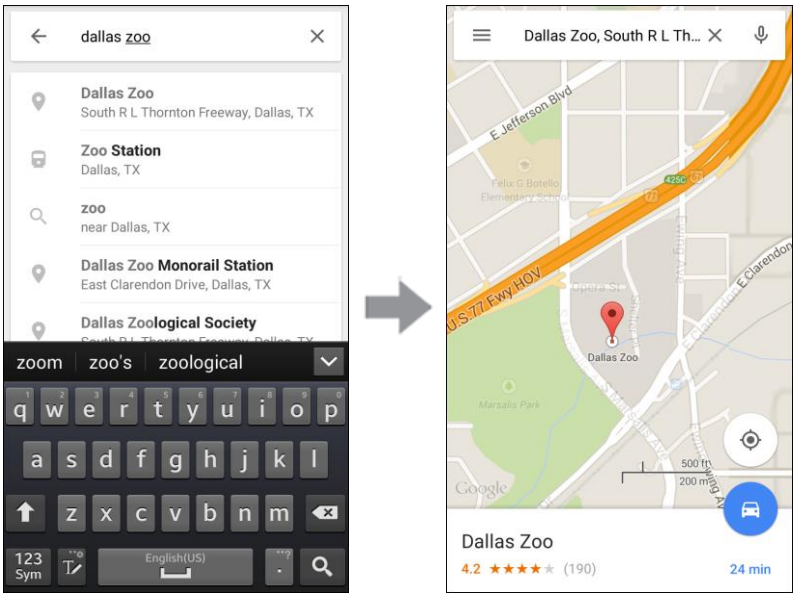


❖ Google Maps opens.

2. Tap **Search** .



3. Enter an address, city, facility name, etc., and then tap a candidate in the results list.



❖ A map of the specified location opens.

Google Maps Operations

- **Viewing Current Location**: From the Maps app, tap .
- **Obtain Useful Area Information for Current Location**: From the Maps app, tap **Search**, enter the information you are looking for, and then tap a result to view it.
- **View Traffic information**, **Public transit information, etc., in Maps**: From the Maps app, tap **More options** and then tap **Traffic**, **Public transit**, **Bicycling**, etc.
- **Check Route to Destination**: From the Maps app, tap , enter your current location and your destination, tap a method of transport (car, public transit, bicycle, or on foot), and then tap **Search for route**.
  - Route candidates appear in a list.
- **Get Detailed Instructions for Maps**: From the Maps app, tap **More options** > **Help**.

Google Play Movies & TV

Google Play Movies & TV allows you to watch movies and TV shows purchased on Google Play. You can stream instantly on your Android phone or download so you can watch from anywhere, even when you are not connected. Also, get quick access to your personal video collection, including those taken on your phone.

Learn more about Google Play Movies & TV at play.google.com/about/movies.

- From home, tap **Apps** > **Play Movies & TV**.

Google Play Music App

The Google Play Music app lets you browse, shop, and play back songs purchased from Google Play as well as songs you have loaded from your own music library. The music you choose is automatically stored in your Google Play Music library and instantly ready to play via streaming or download.

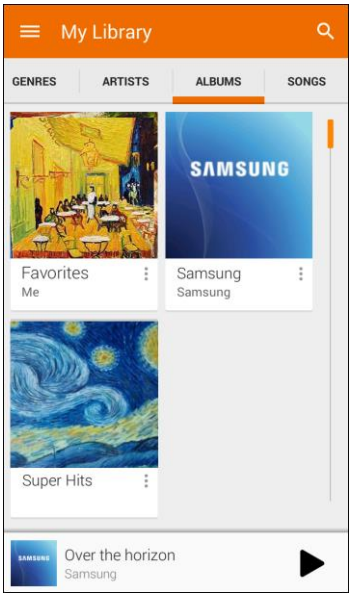
For more information about Google Play Music, visit play.google.com/about/music.

Note: For information about loading music onto your phone, see Transfer Files Between Your Phone and a Computer.

Using Google Play Music

Use the Google Play Music app to listen to all your music on your phone. Compatible music file formats include: MP3 (.mp3), AAC (m4a), WMA (.wma), FLAC (.flac), OGG (.ogg), DRM protected AAC (m4p), and ALAC (.m4a).

1. From home, tap **Apps** > **Play Music**.

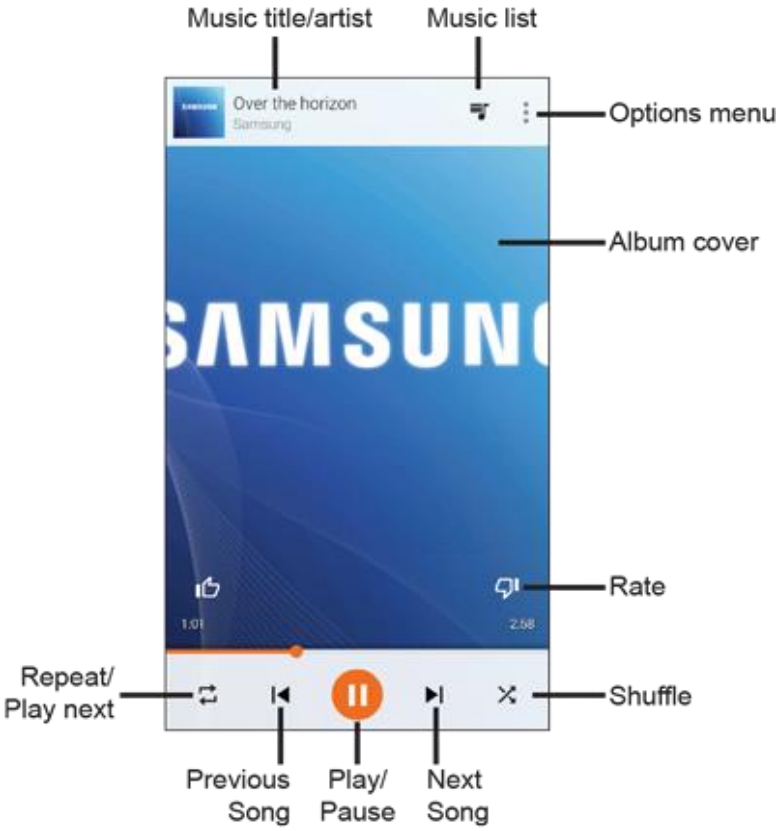


   - The Play Music app opens to the library.

2. Flick the screen left or right to select a library category such as Artist or Albums.
3. Tap an item from the category window and then tap a song.
    - ❖ The song begins playing.

Google Play Music Screen Layout

The following diagram outlines the main features of the Play Music app player screen.



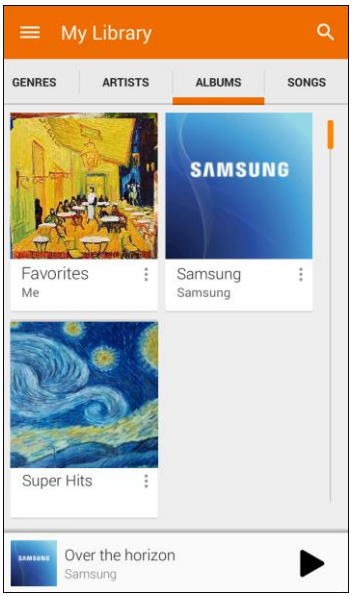
Feature	Description
Return to music list	Return to the music list
Show music image/album name	Display music images and album names (if available).
Music title/artist	Display music title and artist (if available).
Repeat/play next	Repeat the current song or play the next song queued.
Options menu	Access the options menu.
Previous song	Play the previous song.

Feature	Description
Play/pause	Play or pause the current song.
Next song	Play the next song.
Shuffle	Shuffle the current playlist or queue.
Rate (thumbs up/thumbs down)	Rate the current song.

Create Playlists in Google Play Music

Organize music into playlists to fit every occasion.

1. From home, tap **Apps** > **Play Music**.



   - The Play Music app opens to the library.

2. Tap **Menu** to listen to your library, playlists, or access Google Play Music online.
3. Tap a song to play it.

Adding Currently Playing Music to a Playlist

- From the player view, tap **More options** > **Add to playlist** > **New playlist**.
  - The music is added to the playlist.

Google Play Newsstand

With Google Play Newsstand, discover more of the news and magazines you care about all in one app on your phone. Enjoy breaking news and in-depth articles featuring audio and video. From sports, business, cooking, entertainment, fashion and more it's all in one place.

- From home, tap **Apps** > **Play Newsstand**.

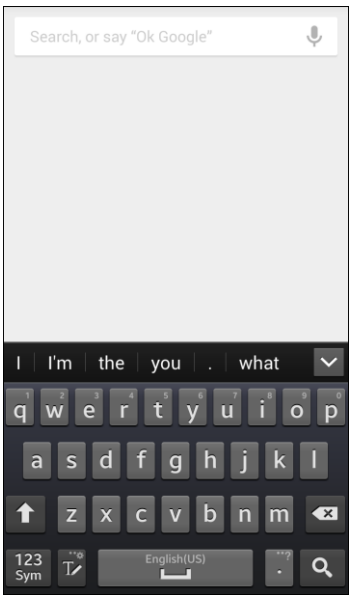
Google Search

Search information saved on the phone and in phone applications as well as on the Internet.

Use Google Search

Type search terms in the Google Search bar to find information on your phone and around the globe.

1. From home, tap the Google search bar or tap **Apps** > **Google**.



   - The Search window opens.
   - If confirmation appears, follow onscreen instructions.
   - If a description for Google Now appears, tap **Next** and read information. Tap **YES, I'M IN** on the last page if you want to use Google Now.

2. Type your search keywords and tap **Search**.

   - Search results appear.
   - To search by voice, tap in the search bar and speak your search terms.

Google Search Options

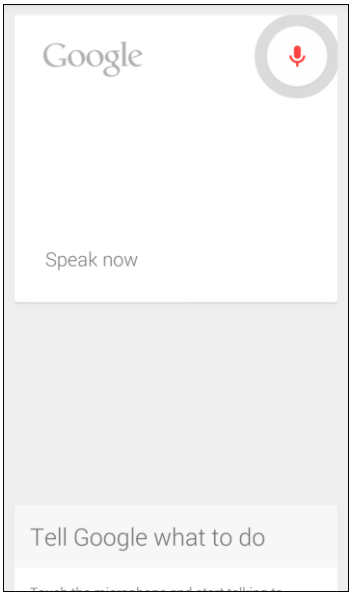
Note: To set Google Search options, from the main Google Search screen, press the **Back** key .

- **Changing Search Information**: In the search window, tap **Menu** > **Settings** > **Phone search** and select where to search.
- **Using Google Now**: Google Now automatically searches for information based on search keywords used, your current location, etc., and presents search results in the search screen. Google Now also informs users of scheduled events.
  - To enable Google Now, in the search window, tap **Menu** > **Settings** > **Google Now** > **On** > **YES, I'M IN**.
- **Canceling Google Now**: In the search window, tap **Menu** > **Settings** > **Google Now**, select whether to disable location history, and then tap **Turn off**.

Use Google Voice Search

Use your voice to search instead of typing, with Google Voice Search.

1. From home, tap **Apps** > **Voice Search** .



   ❖ The Voice Search window opens.

2. Speak your search terms.

   ❖ Search results appear.

Google Wallet

You must have a Google Wallet account associated with your Google Account to purchase items from the Google Play Store app.

To create a Google Wallet account, do one of the following:

- On your computer, go to google.com/wallet to create a Google Wallet account.

  – or –

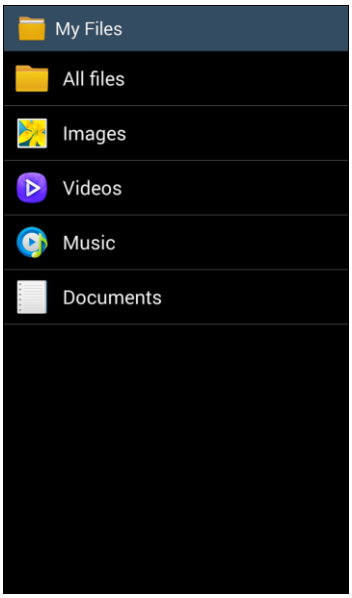
  The first time you use your phone to buy an item from Google Play, you are prompted to enter your billing information to set up a Google Wallet account.

Warning: When you've used Google Wallet once to purchase an application from the Google Play Store app, the phone remembers your password, so you don't need to enter it the next time. For this reason, you should secure your phone to prevent others from using it without your permission. (For more information, see Screen Lock.)

My Files

My Files allows you to manage your sounds, images, videos, Bluetooth files, Android files, and other data in one convenient location. This application allows you to launch a file if the associated application is already on your phone.

1. From home, tap **Apps** > **My Files** .



2. Folders display, including:
   - **All files**: View all of your files.
   - **Images**: View image files.
   - **Videos**: View video files.
   - **Music**: View audio files.
   - **Documents**: View document files.

Note: Different folders may appear depending on how your phone is configured.

3. Tap a file or folder to open it.

S Memo

The S Memo application allows you to create memos using the keyboard, your finger, or both. You can add images, voice recordings, and text all in one place.

Follow the steps below to explore the S Memo app.

1. From home, tap **Apps** > **S Memo** .

2. From the S Memo screen, tap **Menu** to access the following options:

   - **Search**: Tap to search for a saved memo.
   - **Delete**: Delete memos.
   - **Sort by**: Choose how to sort the list of memos.
   - **View by list/View by thumbnail**: Tap to view your existing memos in a list or thumbnail (default) view.
   - **Share via**: Send a memo via Group Play, Bluetooth, Wi-Fi Direct, Messaging, Gmail, or Email, and so on.
   - **Export**: Export a memo.
   - **Sync**: Synchronize memo(s) with Evernote or Google+.
   - **Create folder**: Create a folder to store memos.
   - **Move**: Move a memo to a folder.
   - **Copy**: Copy a memo to the clipboard.
   - **Lock/Unlock**: When locked, a memo cannot be deleted.
   - **Print**: Print memo(s) via Wi-Fi to a compatible Samsung printer (not included).
   - **Settings**:
     - **Auto Sync**: Sync your settings on your phone or save them to you Samsung account.
     - **Change PIN**: Set a PIN number to use to lock your memos.
     - **Screen timeout**: Tap to select the length of time that the screen will display when you are in the S Memo application.
     - **Handwriting language update**: Tap to update the software that translates your handwriting into text.
     - **Auto hide toolbar**: Tap to hide the toolbar when entering a memo.
   - **Help**: Learn about S Memo.
   - **Backup and restore**: Save or import memos from an optional installed memory card (not included), or import memos.

Create a New S Memo

Follow the steps below to create a new memo or expand or reply to an existing memo using the S Memo app.

1. From home, tap **Apps** > **S Memo** .

2. Tap to start a new memo in text mode.

   – or –

   Tap to start a new memo in drawing mode.

3. Tap to access options:

Note: Depending on whether you have saved the memo, are in keyboard mode, or in drawing mode, the options will appear differently. The following is a list of the options you may see.

- **Rename**: Change the current memo title.
- **Share via**: Send a memo via Group Play, Bluetooth, Wi-Fi Direct, Messaging, Gmail, or Email, and so on.
- **Handwriting-to-text**: Transcribe handwriting into text.
- **Export**: Save the memo to memory, as a graphic or PDF.
- **Save as**: Save the memo with a different name.
- **Add picture**: Add an image to the current memo. Choose Picture, Take picture, Clip Art, Clipboard, or Map.
- **Add tag**: Set tags to add in searches.

- **Add to Favorites**: Tag the current memo as a favorite.
- **Change background**: Set the background for your memo. Swipe the screen to the left or right to select a background and then tap **Done**.
- **Link to Calendar**: Link the memo to your Calendar.
- **Lock**: Lock the memo by using a PIN number.
- **Set as**: Set a memo as a contact icon, Home screen wallpaper, Lock screen wallpaper, or a widget.
- **Print**: Print memo(s) via Wi-Fi to a compatible Samsung printer (not included).

4. When you are finished creating your memo, tap **Save**.

Social Networking Accounts

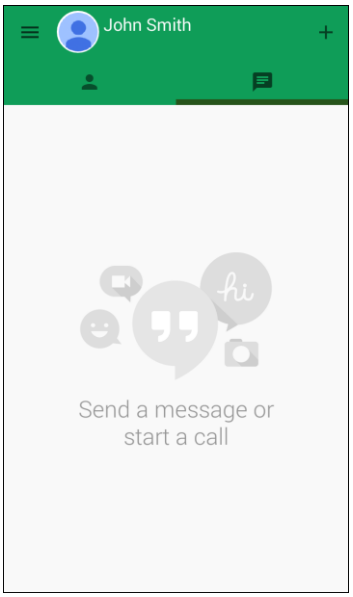
Stay in touch on the go with all your social networking accounts. Stay connected with friends and family with Hangouts, and see what everyone's talking about on YouTube, and more.

Hangouts

Hangouts is Google's instant messaging service. Use to communicate with other Hangout users, and also use video calling. Log in to a Google account beforehand (see Google Account).

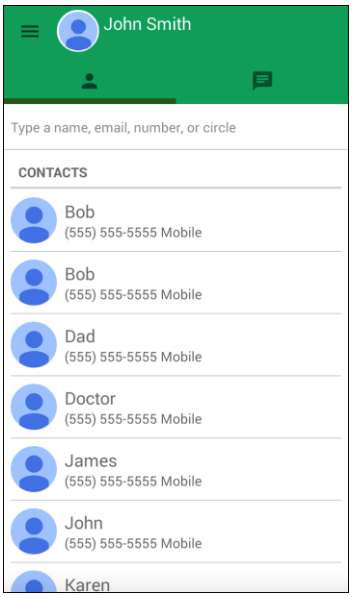
Using Hangouts

1. From home, tap **Apps** > **Hangouts** .

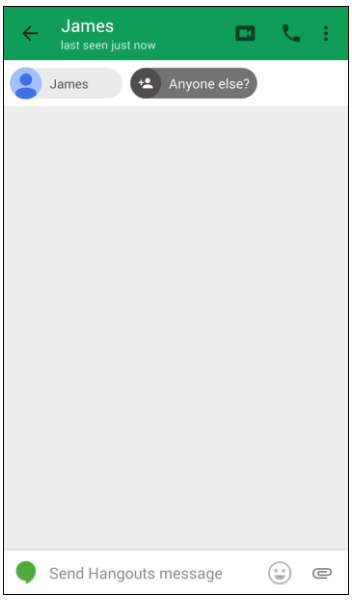


❖ The Hangouts app will open.

2. Tap **New Hangout** to start a new Hangout.



3. Type a name, email, number, or circle, or select a contact from the list.



4. Type a message or tap to start a video chat.

   - A chat window or a video chat window opens.
   - Each time text is entered, the corresponding friend appears.
   - If a friend is not in a Hangout, you will see a message. Tap **Send invitation** to invite them to join the Hangout.

Hangouts Operations

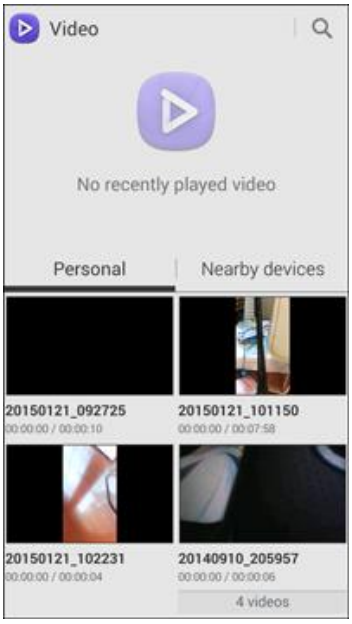
- **Ending a Chat**: In the Hangouts window, flick the chat from left to right.
- **Ending a Video Chat**: In the video chat window, tap .
- **Disabling Chat History**: If you don't want to keep chat history, in the chat window, tap **More options** > **Turn history off**.
- **Delete Chat History**: To delete all your chat history, in the chat window, tap **More options** > **Delete**.

Note: You can use Hangouts as your phone's default messaging app, or as a standalone Instant Messaging app. If you set Hangouts as the default messaging app, the Messaging app will be disabled. For more information, see Default Applications.

Video

Play videos stored on your phone, or from your other devices (you must sign in to your Samsung account to play videos synced from your other devices).

1. From home, tap **Apps** > **Video** .



2. Scroll through the videos stored on your phone. After a few seconds, each video thumbnail begins playing a preview of the clip.
3. Tap a video to view it.

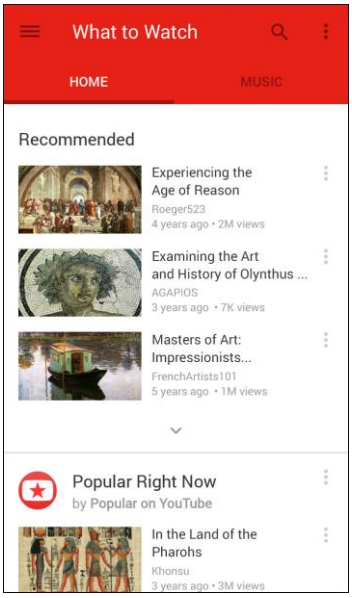
YouTube

View videos uploaded to YouTube and upload your own videos to your YouTube account.

View YouTube Videos

You can use the YouTube app to view videos on YouTube even if you aren't signed in to a YouTube account.

1. From home, tap **Apps** > **YouTube**.



   - The YouTube app launches.

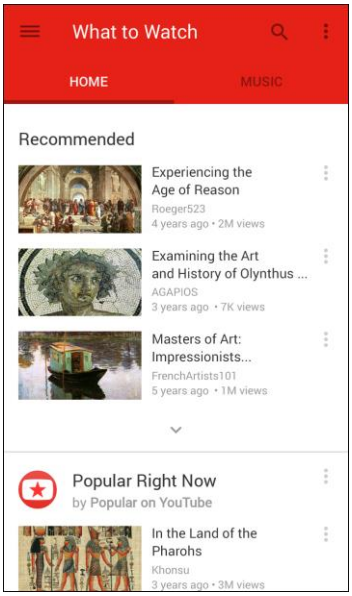
2. Search through the YouTube channels and tap a video you want to see.

   - The video plays on your phone screen.
     - Tap the screen to pause or resume play while watching.

Post a Video to YouTube

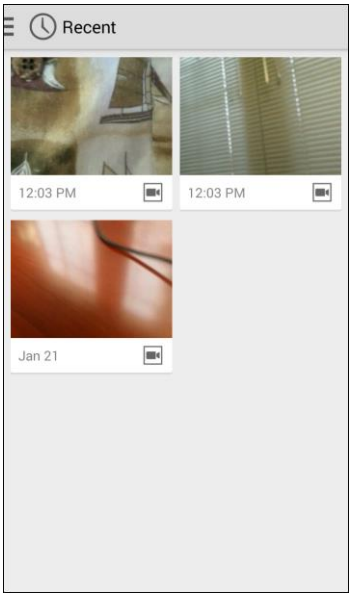
You can post videos to your YouTube account from your phone. Before posting, you must set up a YouTube account and sign in to it on your phone.

1. From home, tap **Apps** > **YouTube**.



   ❖ The YouTube app launches.

2. Tap **Menu** > **Uploads** > .



   ❖ The Recent menu appears.

3. Select a video to upload.
    - Enter a title, description, and tags, and select a privacy setting.
4. Tap **Upload** .
    - ❖ The video is uploaded to your YouTube channel.

Connectivity

The following topics address your phone's connectivity options, including USB file transfer and tethering, Wi-Fi, Bluetooth, IR connectivity, and more.

Connect to a PC via USB

One way to back up or sync files between your phone and a computer is by using a direct USB connection.

Transfer Files between Your Phone and a Computer

You can use the supplied USB connector to connect your phone directly to your computer and transfer music, pictures, and other content files.

For example, if you have a music album stored on your computer that you want to listen to on your phone with any of the music apps, just attach your phone to the computer and copy the files to the music folder.

File Transfer Tips

- If you want to save data to an SD card on your phone, make sure the SD card is installed and active. See SD Card.
- Avoid removing the battery or SD card while transferring data.
- Data exchange may use the methods outlined in the following table:

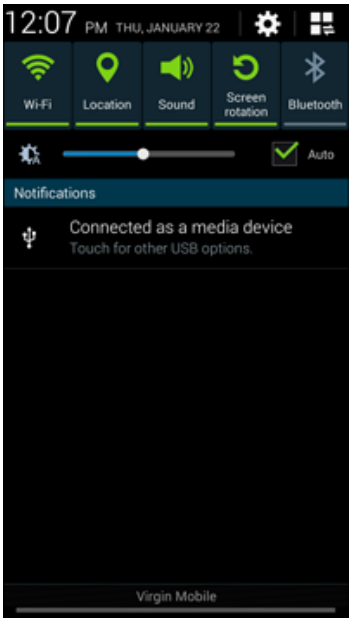
Method	Description
Media Device (MTP)	Transfer files between your phone and PC such as pictures, videos, and music.
Camera (PTP)	Transfer picture and video files between your phone and PC.
Mass Storage Mode	Exchange data with a PC using your phone as an external storage device.

Transfer Files Between the Phone and a Computer

1. Connect your phone to your computer using the supplied USB cable.

   - Insert the larger end of the cable to the USB Charger/Accessory port at the bottom of the phone.
   - Insert the USB end of the cable into an available USB port on your computer. You may need to remove the USB cable from the Charging Head to access it.

2. When appears in the notifications area, drag the Status Bar down to display the Notification Panel.



3. You will see either **Connected as a media device** or **Connected as a camera**.

   The files on your phone can now be accessed via your computer.

   - For most transfers, you'll want to use **Connected as a media device**.
   - To change the option, tap it in the Notification Panel to open the **USB PC Connection** window, and then tap the desired option.

4. On your computer, navigate to the detected device (such as through the My Computer menu) and open it.
5. If available, select a drive (**Card** for SD card, **Phone** for internal phone storage).
6. Select a folder (for example, **Music** for songs and albums) and copy files to it from your computer.
7. When you are done, disconnect your phone from your computer.

   ❖ The transferred files are now saved to your phone or SD card.

Wi-Fi

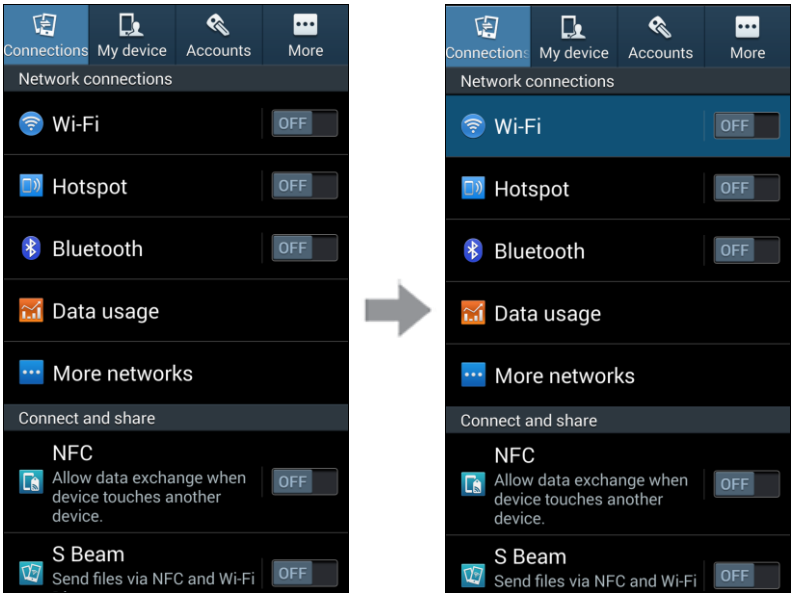
Wi-Fi provides wireless Internet access over distances of up to 300 feet. To use your phone's Wi-Fi, you need access to a wireless access point or "hotspot."

The availability and range of the Wi-Fi signal depends on a number of factors, including infrastructure and other objects through which the signal passes.

Turn Wi-Fi On and Connect to a Wireless Network

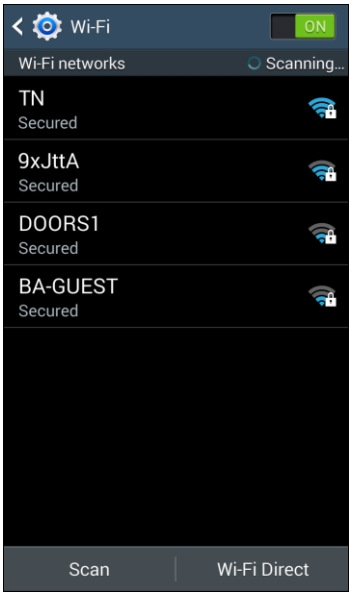
Use the Wireless and networks setting menu to enable your phone's Wi-Fi radio and connect to an available Wi-Fi network.

1. From home, tap **Apps** > **Settings** > **Connections** tab > **Wi-Fi**.



❖ The Wi-Fi settings menu appears.

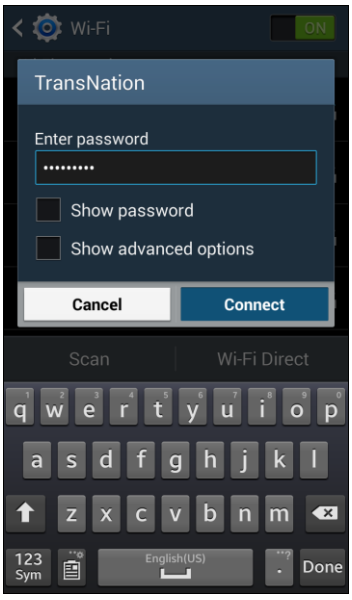
2. Tap the **ON/OFF** slider to turn Wi-Fi on.



❖ Wi-Fi is enabled. You will see the names and security settings of in-range Wi-Fi networks.

- To disable Wi-Fi, tap the **ON/OFF** slider again.

3. Tap a Wi-Fi network to connect, enter the password (if it's not an open network), and then tap **Connect**.



❖ Your phone is connected to the Wi-Fi network. You will see on the Status Bar.

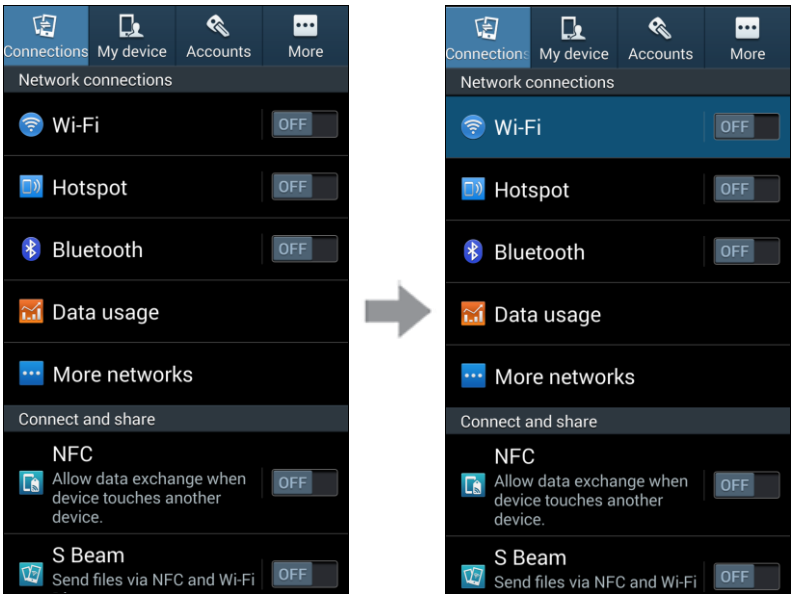
- The password, for a household wireless LAN router, is sometimes found on a sticker on the router (WEP, WPA, KEY, etc.). Contact the router manufacturer for information. For the password for a public wireless LAN, check with user's service provider.
- Entering a password is not required if an access point is not security protected.

Note: The next time your phone connects to a previously accessed secured wireless network, you will not be prompted to enter the password again, unless you reset your phone to its factory default settings or you instruct the phone to forget the network.

Wi-Fi Settings

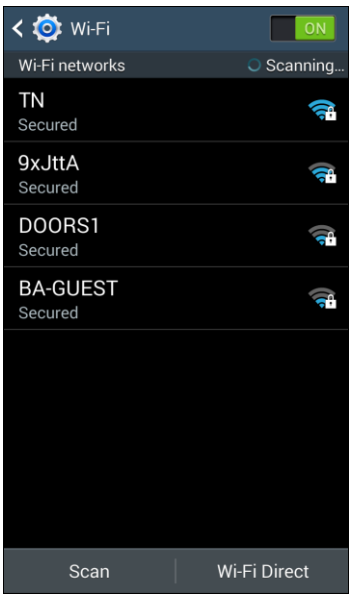
Use the Wi-Fi settings menu to manually set your Wi-Fi connection options.

1. From home, tap **Apps** > **Settings** > **Wi-Fi**.



   ❖ The Wi-Fi settings menu appears.

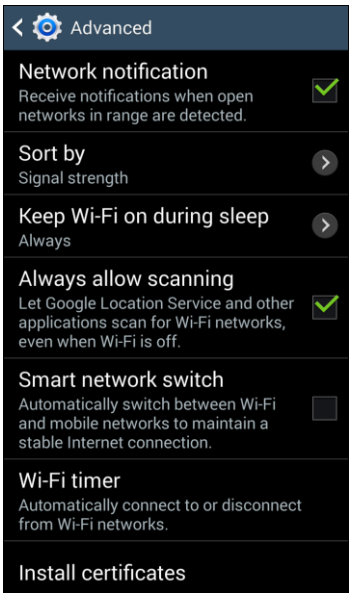
2. Tap the **ON/OFF** slider to turn Wi-Fi on.



   ❖ Wi-Fi is enabled. You will see the names and security settings of in-range Wi-Fi networks.

   ▪ To disable Wi-Fi, tap the **ON/OFF** slider again.

3. Tap **Menu** > **Advanced**.



❖ The advanced Wi-Fi settings menu appears.

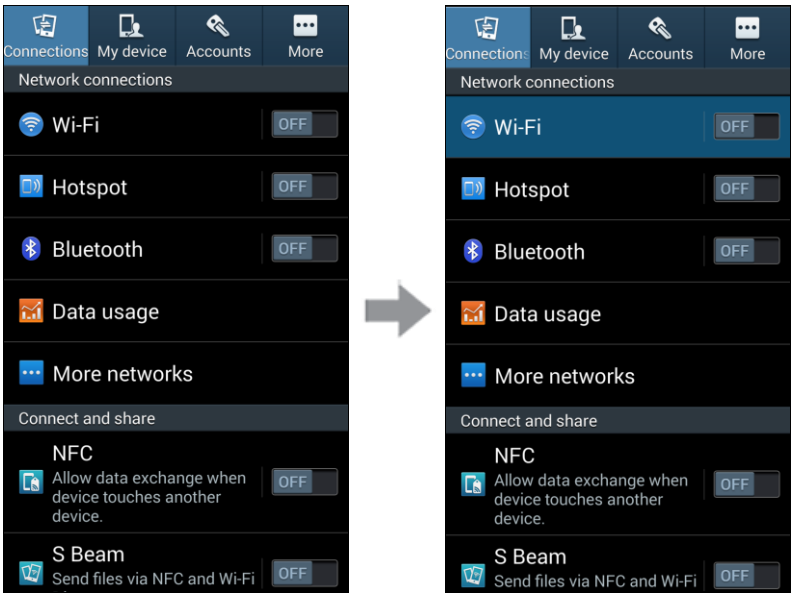
4. Configure your Wi-Fi settings.

❖ Your Wi-Fi settings changes are saved.

Remove a Wi-Fi Network

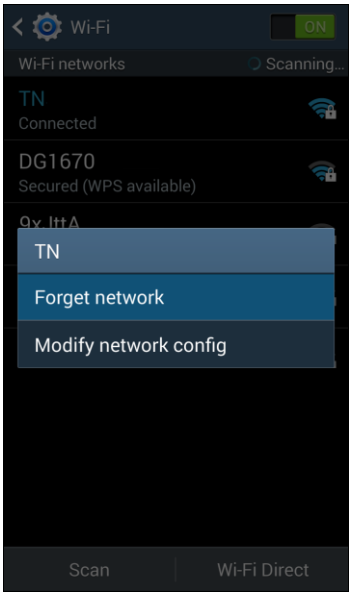
You may wish to remove a connected Wi-Fi network.

1. From home, tap **Apps** > **Settings** > **Wi-Fi**.



❖ The Wi-Fi settings menu appears.

2. Press and hold the name of the connected access point, and then tap **Forget network**.



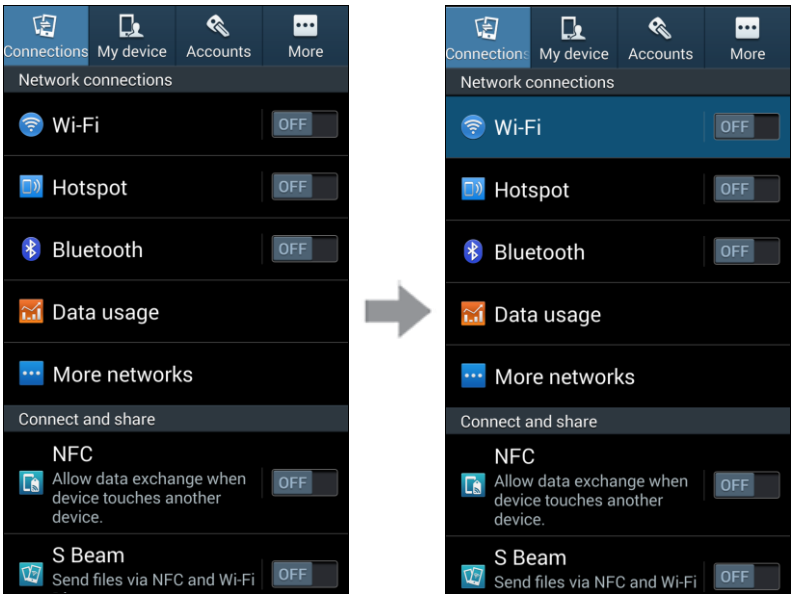
❖ Wi-Fi is disconnected.

- After “forgetting” an access point, you need to enter the correct password (and other network settings, if required) to reconnect.

Wi-Fi Direct

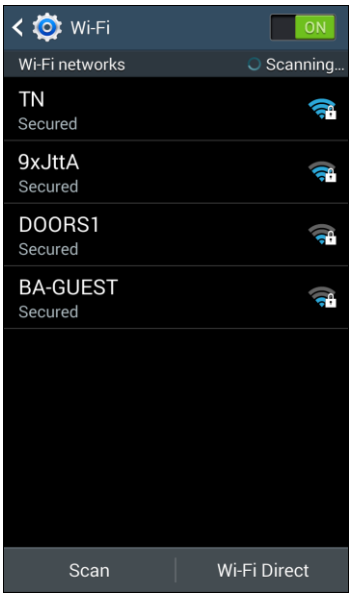
Use Wi-Fi Direct to connect directly to other Wi-Fi Direct devices using only Wi-Fi, without a wireless access point (network) or through the Internet.

1. From home, tap **Apps** > **Settings** > **Wi-Fi**.



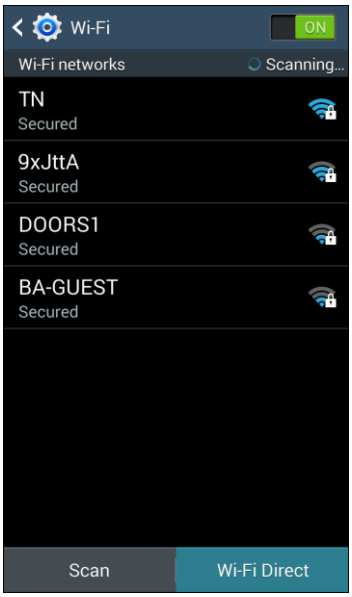
❖ The Wi-Fi settings menu appears.

2. Tap the **ON/OFF** slider to turn Wi-Fi on.



❖ Wi-Fi is enabled. You will see the names and security settings of in-range Wi-Fi networks.

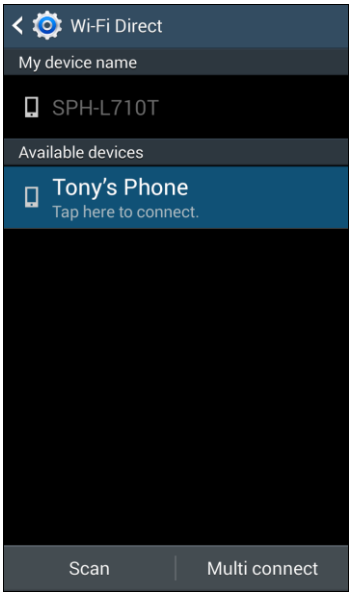
3. Tap **Wi-Fi Direct**.



❖ The Wi-Fi Direct settings menu appears.

▪ Wi-Fi Direct and Wi-Fi are unavailable at the same time.

4. Tap a device with which to connect.



   - If connected via Wi-Fi, you will see a confirmation. Follow the onscreen instructions.

5. Accept the connection on the other device.

   ❖ The phone is connected via Wi-Fi Direct.

   - If a connection is not accepted after a certain period, the connection request is cancelled.
   - To stop a connection, tap **End connection**.

Hotspot

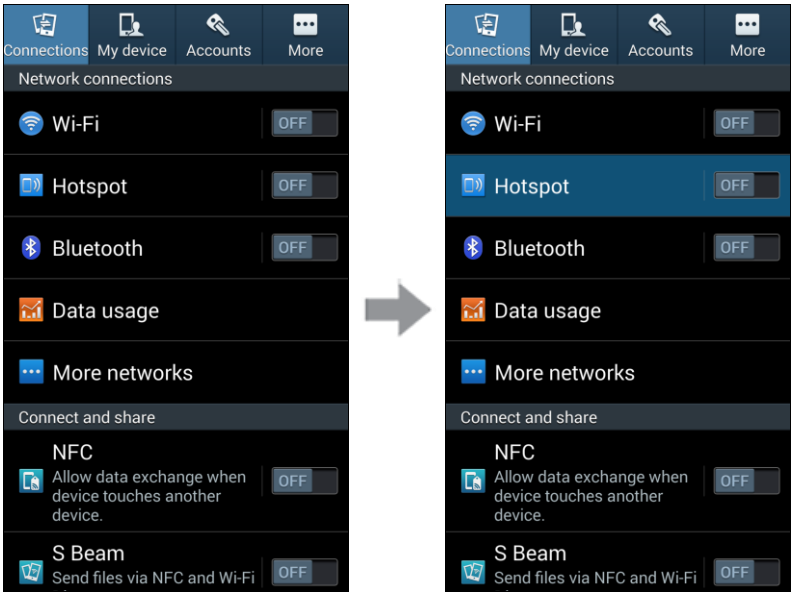
Hotspot allows you to turn your phone into a Wi-Fi hotspot. When this feature is turned on, you can share your phone's mobile data services via Wi-Fi with other Wi-Fi enabled devices. The feature works best when used in conjunction with 4G data services (although 3G service can also be used).

Important: Use of the Hotspot feature requires an additional subscription and available only on multiple-line accounts. Learn more at virginmobileusa.com.

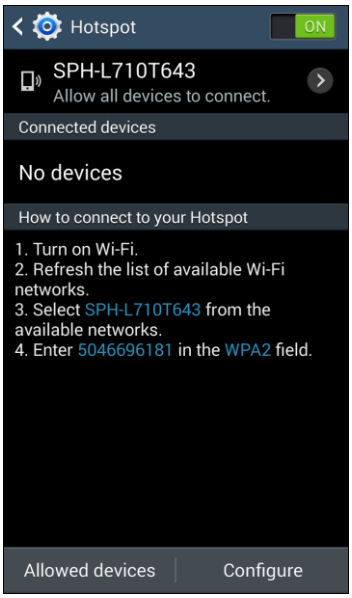
Note: Turning on Hotspot on will disable your phone's connection to Wi-Fi networks.

Set Up Hotspot

1. From home, tap **Apps** > **Settings** > **Hotspot**.



2. Tap the **ON/OFF** slider to turn Hotspot on.



   - ❖ Hotspot is enabled.
   - ▪ To disable Hotspot, tap the **ON/OFF** slider again.

Note: The best way to keep using the phone as a hotspot is to have it connected to a power supply.

Important: Write down the passkey (password) for this communication (shown onscreen).

Connect to Hotspot

1. Enable Wi-Fi (wireless) functionality on your target device (laptop, media device, etc.).
2. Scan for Wi-Fi networks from the device and select your phone hotspot from the network list.
   - The default name for your phone's hotspot is **[DEVICE]XXX**. You can change the name by tapping **More** tab > **About device** > **Device name** from the main Settings screen.
3. Select this phone and follow your onscreen instructions to enter the passkey (provided on the Hotspot page).
   - ❖ The device is connected via your phone's Hotspot.
4. Launch your Web browser to confirm you have an Internet connection.

Bluetooth

Bluetooth® is a short-range communications technology that allows you to connect wirelessly to a number of Bluetooth devices, such as headsets and hands-free car kits, and Bluetooth-enabled handhelds, computers, printers, and wireless phones. The Bluetooth communication range is usually approximately 30 feet.

Bluetooth Hints

Question: Can't use Bluetooth?

Answer: Is your phone in airplane mode? Bluetooth is unavailable in airplane mode.

Bluetooth Function Cautions

Information may not appear correctly on connected devices depending on the transferred data.

Bluetooth Information

Bluetooth is a technology that enables wireless connection with PCs, Bluetooth devices with hands-free features, etc.

Function	Description
Audio output	Listen to music, etc., wirelessly.
Hands-free calls	Call hands-free, using Bluetooth-capable hands-free devices and headsets.
Data exchange	Exchange data with Bluetooth devices.

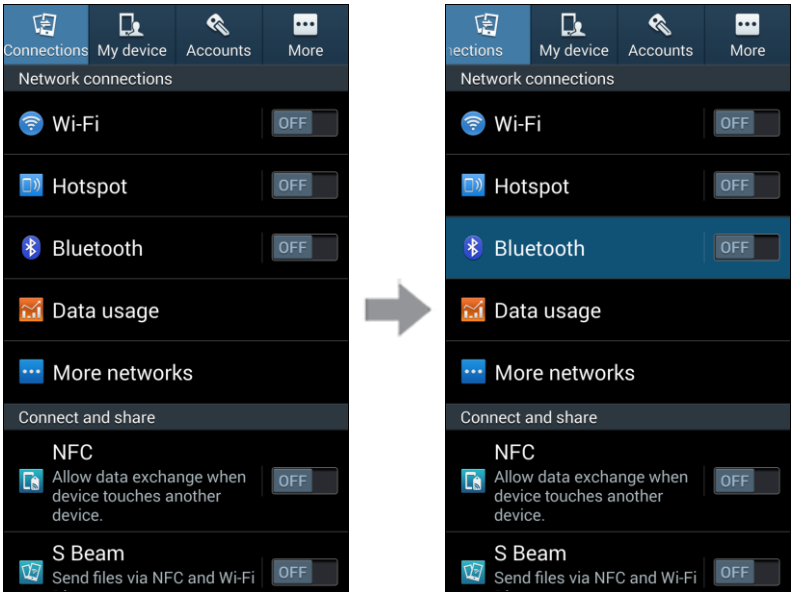
Enable the Bluetooth Feature

Use the settings menu to enable or disable your phone's Bluetooth capabilities.

- Wireless connection to all Bluetooth® functions is not guaranteed for the phone.
- The phone may not connect properly depending on the other device.
- Noise may be experienced with wireless calls and hands-free calls depending on the conditions.

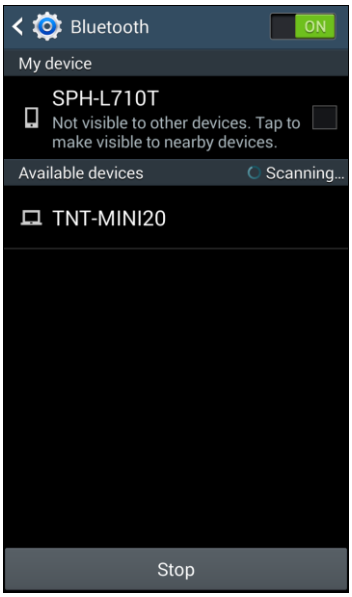
To enable Bluetooth:

1. From home, tap **Apps** > **Settings** > **Bluetooth**.



❖ The Bluetooth settings display.

2. Tap the **ON/OFF** slider to turn Bluetooth on.



- ❖ Bluetooth is enabled.
- ▪ To disable Bluetooth, tap the **ON/OFF** slider again.

Tip: You can also turn Bluetooth on or off with the Quick settings button in the Notification Panel. Drag the Status Bar down to display the Notification Panel and then tap **Bluetooth** to turn Bluetooth on or off.

Note: Turn off Bluetooth when not in use to conserve battery power, or in places where using a wireless phone is prohibited, such as aboard an aircraft and in hospitals.

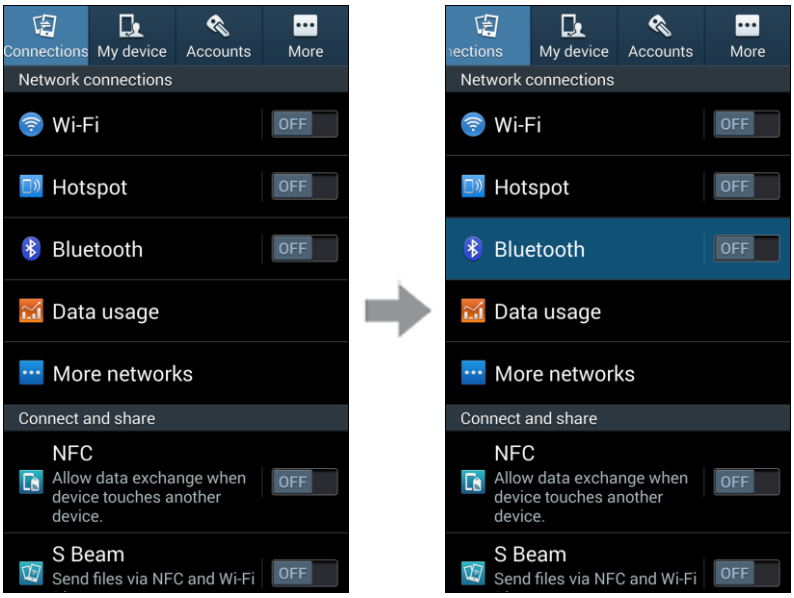
Pair Bluetooth Devices

Search for and pair nearby Bluetooth devices.

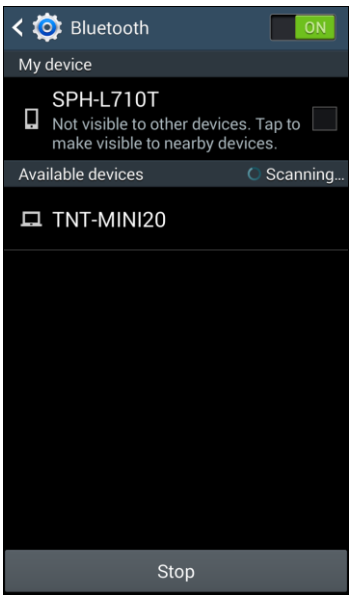
- Before pairing, turn on Bluetooth on the other device, and make sure it is visible or discoverable.

Pairing Bluetooth Devices

1. From home, tap **Apps** > **Settings** > **Bluetooth**.



2. Tap the **ON/OFF** slider to turn Bluetooth on.



❖ Bluetooth is enabled.

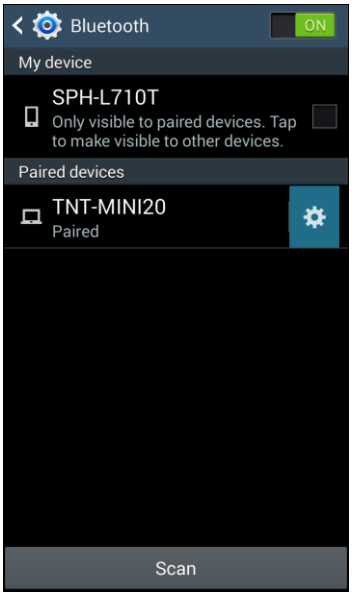
- Nearby devices that are visible or discoverable appear in the “Available devices” list.
- If a target device is not detected, tap **Scan** to search again.

3. Tap a device from the “Available devices” list, and follow the onscreen instructions to pair with the device. Methods to accept a Bluetooth connection differ depending on the devices used.

   ❖ The Bluetooth device is paired to your phone.

Unpairing from a Paired Device

1. From the Bluetooth settings menu, tap **Settings** next to the paired device you wish to unpair.



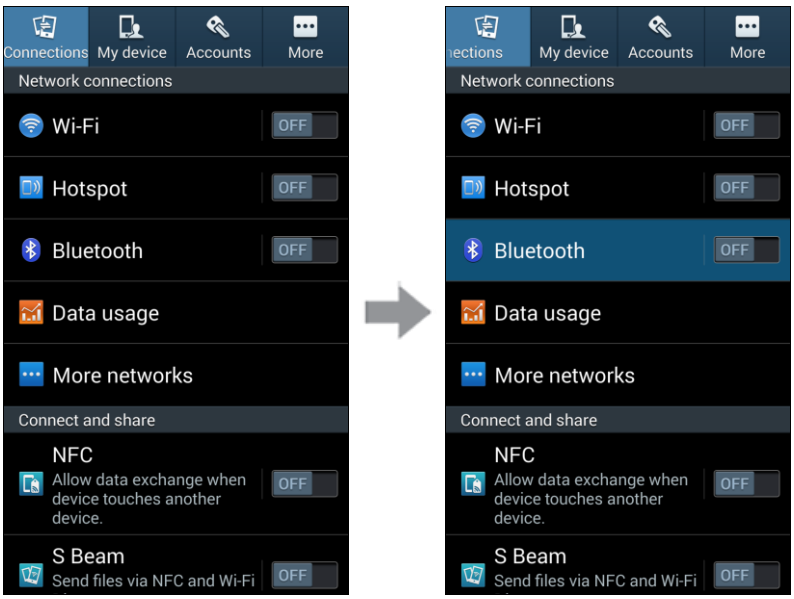
2. Tap **Unpair**.

   ❖ The device is unpaired from your phone. To make another connection with the device, you will need to pair again.

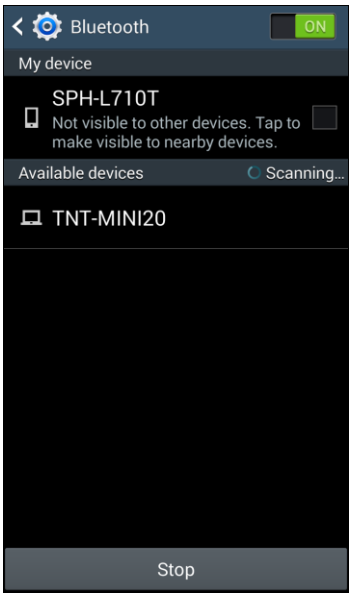
Connect to a Paired Bluetooth Device

You can listen to music over a Bluetooth stereo headset, or have hands-free conversations using a compatible Bluetooth headset or car kit. It's the same procedure to set up stereo audio and hands-free devices.

1. From home, tap **Apps** > **Settings** > **Bluetooth**.



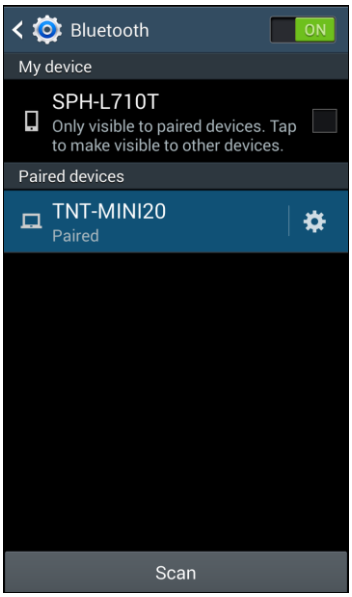
2. Tap the **ON/OFF** slider to turn Bluetooth on.



❖ Bluetooth is enabled.

▪ Paired Bluetooth devices appear in the "Paired devices" list.

3. Tap a device from the “Paired devices” list.



❖ Your phone connects to the paired device.

The pairing and connection status is displayed below the device’s name in the Bluetooth devices section.

When the device is connected to your phone, the Bluetooth connected icon is displayed in the Status Bar. Depending on the type of device you have connected, you can then start using the headset or car kit to listen to music or make and receive phone calls.

Note: Due to different specifications and features of other Bluetooth-compatible devices, display and operations may be different, and functions such as transfer or exchange may not be possible with all Bluetooth-compatible devices.

Share Information Using Bluetooth

You can use Bluetooth to transfer information between your phone and another Bluetooth-enabled device such as a phone or notebook computer.

Types of Data You Can Share via Bluetooth

You can share the following types of information, depending on the device you are connected to:

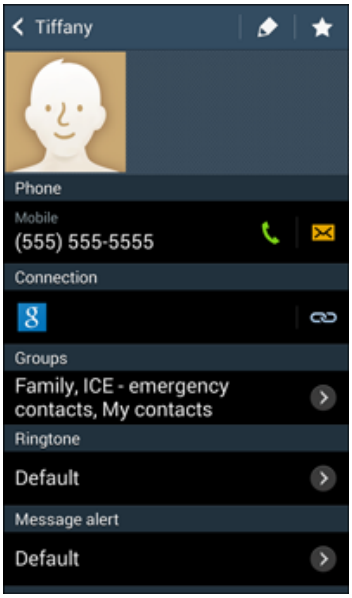
- Images and videos
- Calendar events
- Contacts
- Audio files

Sharing Contacts Data via Bluetooth

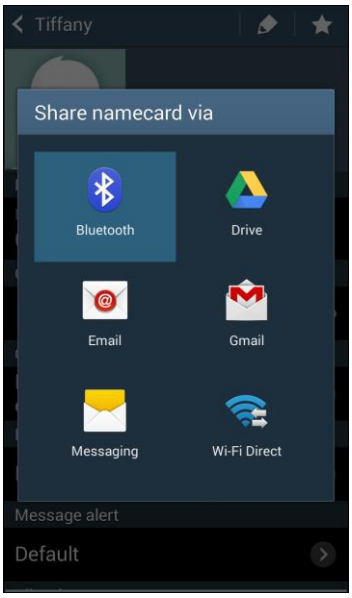
1. From home, tap **Apps** > **Contacts** .

   - ❖ You will see the Contacts list.

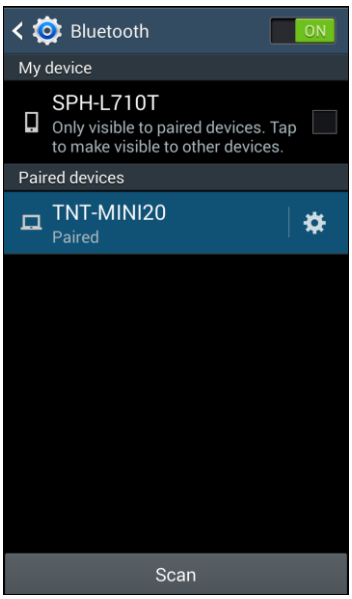
2. Tap a contact to share.



3. Tap **Menu** > **Share name card** > **Bluetooth**.



4. Tap a paired device to receive the data.



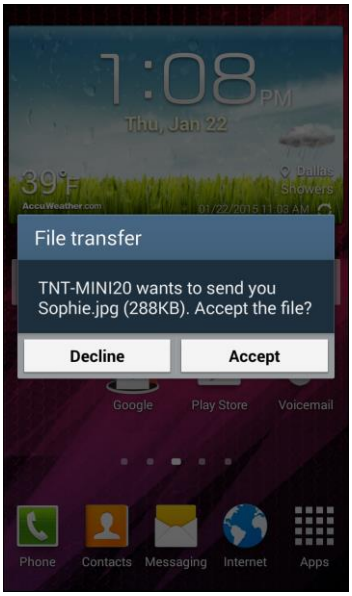
❖ The contact information is sent.

- If you see a message to confirm, follow the onscreen instructions.

Receiving Contacts Data via Bluetooth

Note: Your phone must be paired with another Bluetooth-enabled device in order to share information.

1. When another device attempts to send a file to your phone via Bluetooth, you will see a request to accept the file.



2. Tap **Accept**.

   The file is sent to your phone.

   - When your phone receives a file, you will see a notification. To open the file immediately, drag the Status Bar down to display the Notification Panel, and then tap the notification.
   - When you open a received file, what happens next depends on the file type:
     - For a vCalendar file, select the calendar where you want to save the event, and then tap **Import**. The vCalendar is added to your Calendar events. (For more information on using the Calendar, see Calendar.)
     - For a vCard contact file, received contacts are stored in the Contacts list.

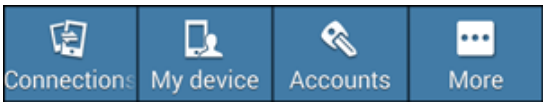
Settings

The following topics provide an overview of items you can change using your phone's **Settings** menus.

Basic Settings

Access network connections, personalize your phone, manage accounts, and configure your phone's features in Settings.

1. From home, tap **App** > **Settings** to access your phone's settings menu, or tap **Menu** > **Settings**.
2. Tap a tab to access settings by category:



   - **Connections**: Connect to wireless networks, including 3G, 4G, and Wi-Fi, and to other devices.
   - **My device**: Personalize your phone, including sounds and the display, accessibility, and input.
   - **Accounts**: Set up accounts on your phone, like your Google and Samsung accounts, and your email and social networking accounts. You can also set up backup options.
   - **More**: Set permissions for locations and security, and manage your device.

The tables below outline the top-level settings categories.

Connections Tab	Description
Wi-Fi	Enable and set Wi-Fi options.
Hotspot	Enable and set Hotspot options.
Bluetooth	Enable Bluetooth connections.
Data usage	Check your phone's data usage.

Connections Tab	Description
More networks	Set wireless and network functions: ● Airplane mode ● Set a default messaging app ● Printing options ● Accessing mobile network settings ● Tethering ● Virtual Private Network (VPN) ● Roaming options
NFC	Use NFC (Near Field Communication) to share information between your device and another NFC device by touching the devices together, typically back-to-back.
S Beam	Share more and share it faster with S Beam. From photos to documents, large video files to maps, you can share almost anything instantly with one touch, simply by placing your devices back-to-back.
Nearby devices	Share files with nearby devices using Wi-Fi.
Screen Mirroring	With Screen mirroring, you can share your device's screen with another device, using an optional AllShare Cast accessory (not included).

My Device Tab	Description
Lock screen	Set your phone's Lock screen options.
Display	Set wallpaper, brightness, etc.
LED indicator	The LED indicator on the front of the device displays when the device is locked, to notify you of status changes and events. Use LED indicator settings to configure how the LED functions.
Sound	Set ringtone, operation tones, etc.
Home screen mode	Select the TouchWiz home display theme or your Custom Mobile display theme.

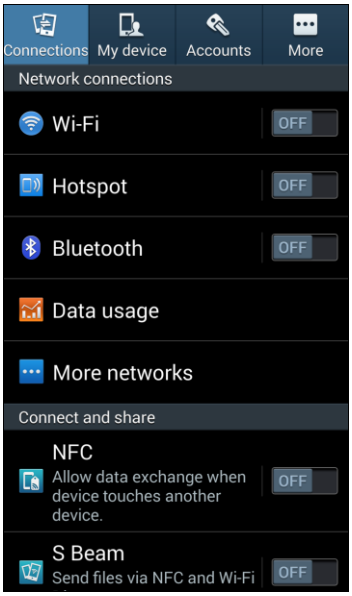
My Device Tab	Description
Call	Configure call settings and voicemail settings.
Blocking mode	When Blocking mode is enabled, notifications for selected features are blocked, and you only receive the notifications you choose. You can choose to block notifications by feature or contact, and choose blocking all the time, or during a specific time period.
Hands-free mode	Configure settings for using your phone without touching it, such as announcing incoming calls and reading out messages.
Power saving mode	Save battery power by limiting CPU performance, screen output, and disabling haptic feedback.
Accessories	Configure your device's behavior when it is connected to an optional dock (not included).
Accessibility	Set accessibility options such as screen magnification, hearing aid compatibility, etc.
Language and input	Set up language and input methods for your phone.
Motion	Configure Motion settings to control your device by moving it, or by hand gestures.
Smart screen	Use Smart screen options to have your phone automatically adjust screen timeout, rotation when it detects you are looking at the screen, and control scrolling and playback based whether you are facing the screen.
Voice control	When Voice control is turned On, you can use voice commands to control your phone.

Accounts Tab	Description
Add account	Set up accounts such as Samsung, Google, and more.
Cloud	Configure options for synchronizing and backing up information.
Backup and reset	Set up backup options for your phone, as well as resetting the phone to its factory defaults.

More Tab	Description
Location	Select your phone's location access options.
Security	Set security features such as device administrators, encryption, and trusted credentials.
Application manager	Manage applications and system processes.
Default applications	Set your default messaging application.
Battery	Display the battery charge as a percentage on the Status Bar, and view battery usage by application and system process.
Storage	View total and available system memory, and mount, unmount, and format memory cards (not included).
Date and time	Set your phone's date and time
Activate this device	Connect to the network and activate your device. If your device is already activated, use this option to view information about your plan and usage.
System update	Update your system's software, PRL, and Profile.
About device	View device status, legal information, and hardware information about your device.

Access Settings

- From home, tap **Apps** > **Settings**.



  - The settings menu opens.

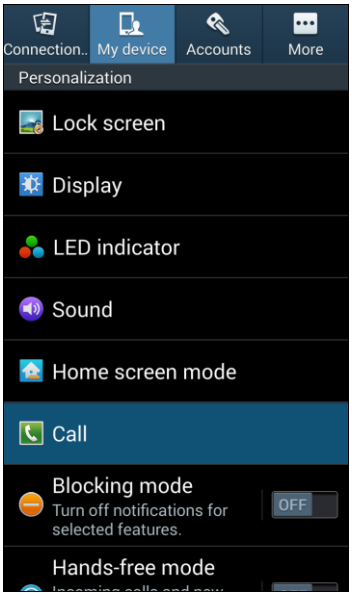
TTY Mode

A TTY (teletypewriter, also known as a TDD or Text Telephone) is a telecommunications device that allows people who are deaf, hard of hearing, or who have speech or language disabilities, to communicate by telephone.

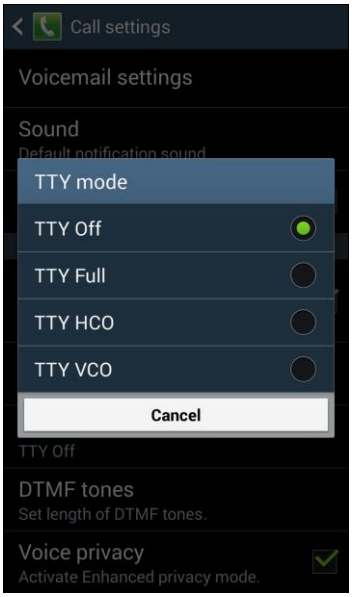
Your phone is compatible with select TTY devices. Please check with the manufacturer of your TTY device to ensure that it supports digital wireless transmission. Your phone and TTY device will connect using a special cable that plugs into your phone's headset jack. If this cable was not provided with your TTY device, contact your TTY device manufacturer to purchase the connector cable.

To turn TTY Mode on or off:

1. From home, tap **Apps** > **Settings** > **My device** tab > **Call**.



2. Tap **TTY mode**.



3. Tap **TTY Full**, **TTY HCO**, or **TTY VCO** to turn TTY mode on.

   – or –

   Tap **TTY Off** to turn TTY mode off.

   ❖ Your phone's TTY mode is set.

Note: When enabled, TTY mode may impair the audio quality of non-TTY devices connected to the headset jack.

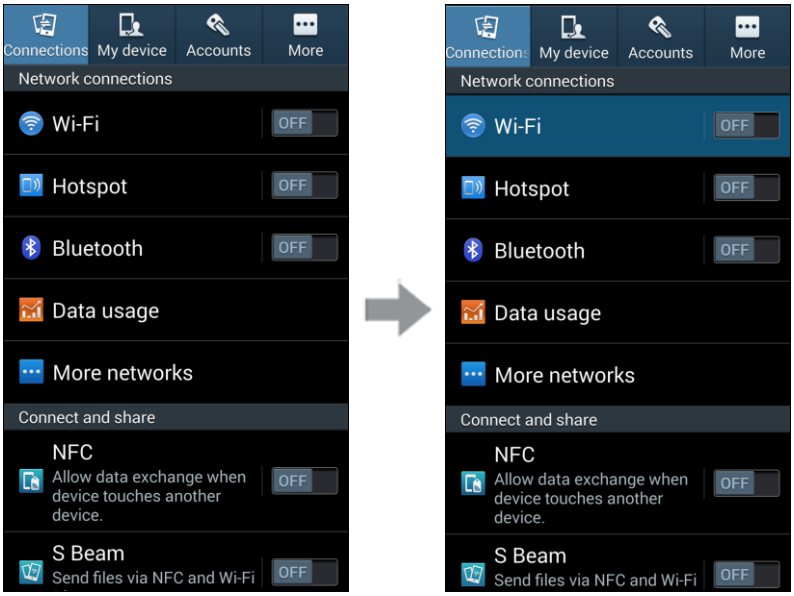
Warning: **9-1-1 Emergency Calling**
It is recommended that TTY users make emergency calls by other means, including Telecommunications Relay Services (TRS), analog cellular, and landline communications. Wireless TTY calls to 9-1-1 may be corrupted when received by public safety answering points (PSAPs), rendering some communications unintelligible. The problem encountered appears related to TTY equipment or software used by PSAPs. This matter has been brought to the attention of the FCC, and the wireless industry and the PSAP community are currently working to resolve this.

Wi-Fi Settings

The Wi-Fi settings menu lets you turn Wi-Fi on or off, set up and connect to available Wi-Fi networks, and configure advanced Wi-Fi options.

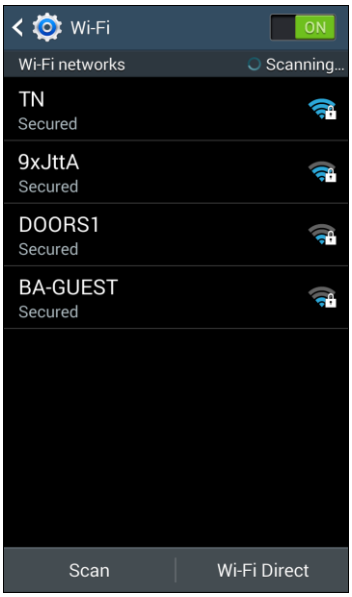
For more information about using Wi-Fi settings, see Wi-Fi.

1. From home, tap **Apps** > **Settings** > **Connections** tab > **Wi-Fi**.



❖ The Wi-Fi settings menu appears.

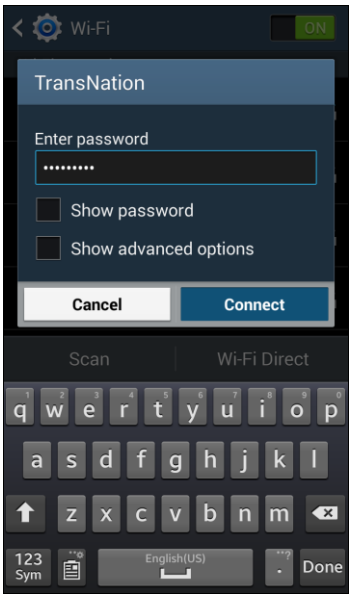
2. Tap the **ON/OFF** slider to turn Wi-Fi on.



❖ Wi-Fi is enabled. You will see the names and security settings of in-range Wi-Fi networks.

- To disable Wi-Fi, tap the **ON/OFF** slider again.

3. Tap a Wi-Fi network, enter the password, and tap **Connect**.



❖ Your phone is connected to the selected Wi-Fi network.

- The password, for a household wireless LAN router, is sometimes found on a sticker on the router (WEP, WPA, KEY, etc.). Contact the router manufacturer for information. For password for a public wireless LAN, check with user's service provider.
- Entering a password is not required if an access point is not security protected.

Manually Scan for Wi-Fi Networks

To update the list of available Wi-Fi networks, perform a manual scan.

■ From Wi-Fi settings, tap **Scan**.

❖ The list of available Wi-Fi networks is updated.

Connect to a Wi-Fi Network via WPS

Wi-Fi Protected Setup (WPS) is a network security standard that allows you to easily secure a wireless network connection between your phone and a router.

To connect using a WPS button:

1. From Wi-Fi settings, tap **Menu** > **WPS push button**.
2. Tap the WPS button on your router.
3. Follow the prompts to complete the connection.

To connect using a Personal Identification Number (PIN):

1. From Wi-Fi settings, tap **Menu** > **WPS PIN entry**.
2. Enter the PIN displayed on your router.
3. Follow the prompts to complete the connection.

Advanced Wi-Fi Settings

The advanced Wi-Fi settings menu lets you set up and manage wireless access points.

- **Enable Notification When Open Networks Are Available**: From Wi-Fi settings, tap **Menu** > **Advanced** > **Network notification**.
  - The setting is available when Wi-Fi is turned on.
  - Tap **Network notification** to turn the option on or off.
- **Set Timing for Pausing a Connection**: From Wi-Fi settings, tap **Menu** > **Advanced** > **Keep Wi-Fi on during sleep** and then select a setting.
- **Allow Background Scanning for Wi-Fi Networks (Even When Wi-Fi Is Turned Off)**: From Wi-Fi settings, tap **Menu** > **Advanced** > **Always allow scanning** to turn the option on or off.

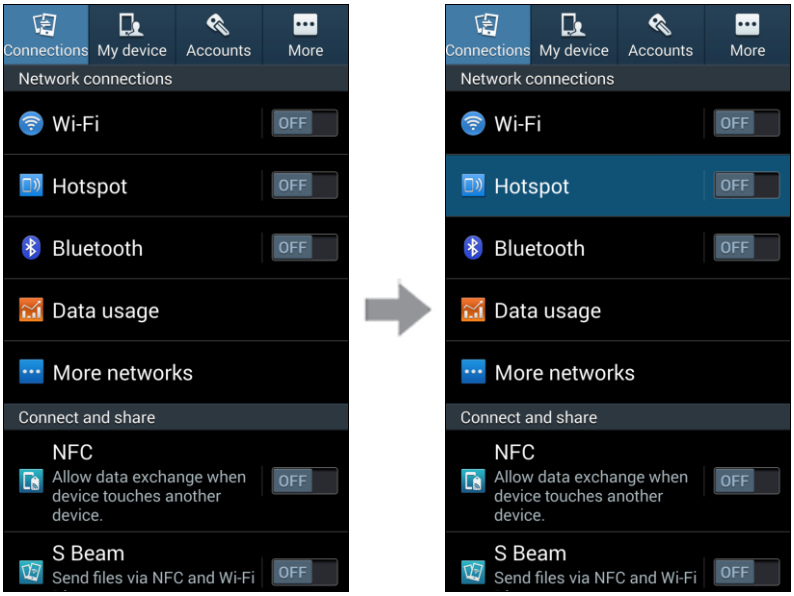
- **Switch between Wi-Fi and Cellular Service to Maintain a Stable Internet Connection**: From Wi-Fi settings, tap **Menu** > **Advanced** > **Smart network switch** to turn the option on or off.
- **Turn Wi-Fi On and Off Automatically**: From Wi-Fi settings, tap **Menu** > **Advanced** > **Wi-Fi timer** and set a start time and end time.
- **Install Network Security Certificates**: From Wi-Fi settings, tap **Menu** > **Advanced** > **Install certificates** and select a certificate.
- **Check MAC Address**: From Wi-Fi settings, tap **Menu** > **Advanced**.
  - MAC Address appears below “MAC Address.”
- **Check IP Address**: From Wi-Fi settings, tap **Menu** > **Advanced**.
  - IP Address appears below “IP Address.”

Hotspot Settings

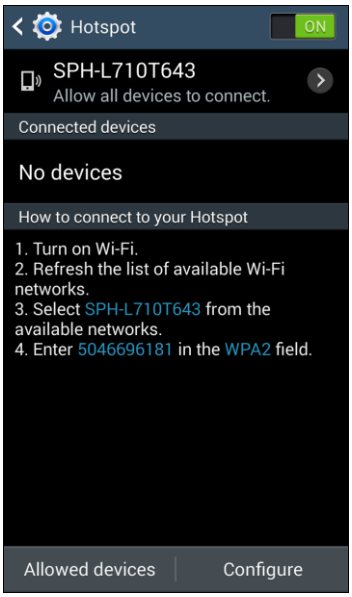
Use the settings menu to configure your Hotspot, which allow you to share your phone’s data service with multiple Wi-Fi capable devices.

For more information about using Hotspot, see Hotspot.

1. From home, tap **Apps** > **Settings** > **Connections** tab > **Hotspot**.



2. Tap the **ON/OFF** slider to turn Hotspot on.



❖ Hotspot is enabled.

- To disable Hotspot, tap the **ON/OFF** slider again.

Advanced Hotspot Settings

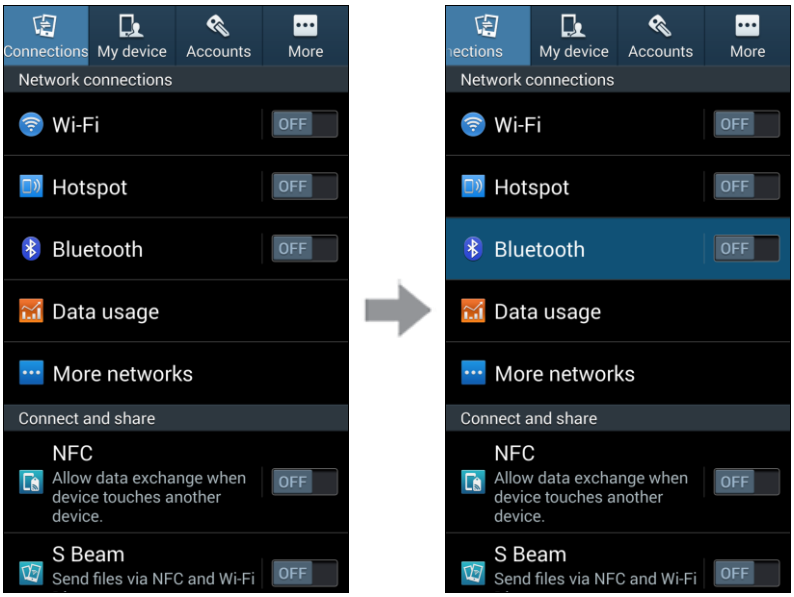
The Hotspot settings menu lets you configure advanced options.

- **Set Network SSID**: From the Hotspot window, tap **Configure** > **Network SSID**, enter a name for your hotspot, and then tap **Save**.
- **Set Hotspot Security**: From the Hotspot window, tap **Configure** > **Security**, select a security settings option, and then tap **Save**.
- **Set Hotspot Password**: From the Hotspot window, tap **Configure** > **Password**, enter a password, and then tap **Save**.
- **Set Allowed Devices**: To select which devices are allowed to connect to Hotspot, In Hotspot window, tap **Allowed devices** > **Add device** , enter a device name and MAC address, and then tap **OK**.
  - To remove allowed devices, tap **Delete** .
- **Set Hotspot Timeout Settings**: From the Hotspot window, tap **Menu** > **Timeout settings** and select an option.
- **Set Local Area Network (LAN) Settings**: From the Hotspot window, tap **Menu** > **LAN settings**, configure your options, and then tap **Save**.

Bluetooth Settings

Your phone's Bluetooth® capabilities let you use wireless headsets, send and receive pictures and files, and more. For details on your phone's Bluetooth usage, see Bluetooth.

- From home, tap **Apps** > **Settings** > **Connections** tab > **Bluetooth**.



  - The Bluetooth settings open.

Bluetooth Settings Operations

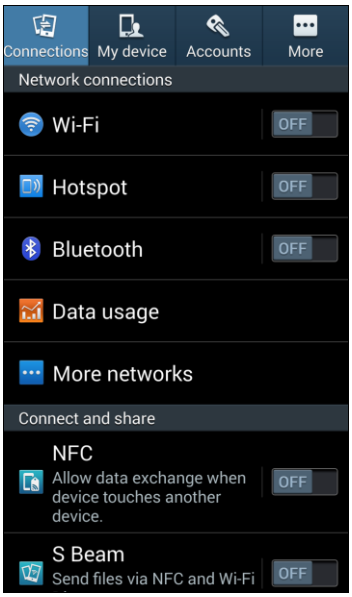
- **Enable Bluetooth**: In Bluetooth settings, tap the **ON/OFF** slider to enable.
  - When enabled, confirmation appears for your phone to be discoverable by other devices. Follow the onscreen instructions.
- **Enable Your Phone to be Discoverable to Other Devices**: From Bluetooth settings, tap your phone name.
  - Tap the phone name to toggle visible/not visible setting.
  - The indication below the phone name shows its visibility status.
  - After the predetermined time, the phone returns to hidden mode and is no longer discoverable by nearby devices.
- **Pairing Bluetooth Devices**: Make sure the other devices are set to be discovered. From Bluetooth settings, tap the device name in "Available devices" and follow the onscreen instructions.
  - Depending on the device, you may be required to enter or accept a passkey.
  - If the target device does not appear, tap **Scan** to search again.

- **Change the Name of a Paired Device**: From Bluetooth settings, tap **Settings** next to a paired device name, tap **Rename**, enter a new name, and tap **OK**.
  - Emoji cannot be used in a device name.
- **Cancelling Pairing**: From Bluetooth settings, tap **Settings** next to a paired device name, and then tap **Unpair**.
- **Enable Service from Paired Device**: From Bluetooth settings, tap **Settings** next to a paired device name, and then tap the listing under **Profiles**.
  - If a confirmation prompt appears, follow the onscreen instructions.
  - This setting is available when the paired device is providing a service.
  - Tap the **ON/OFF** switch to turn the option on or off.
- **Search for Other Devices**: From Bluetooth settings, tap **Scan**.
- **Set Visibility Timeout**: From Bluetooth settings, tap **Menu** > **Visibility timeout** and select an option.
  - Tap **Never timeout** to allow your phone always to be discoverable unless you turn off discoverability.
- **Check Files Received via Bluetooth Transfer**: From Bluetooth settings, tap **Menu** > **Received files**, and follow the onscreen instructions.

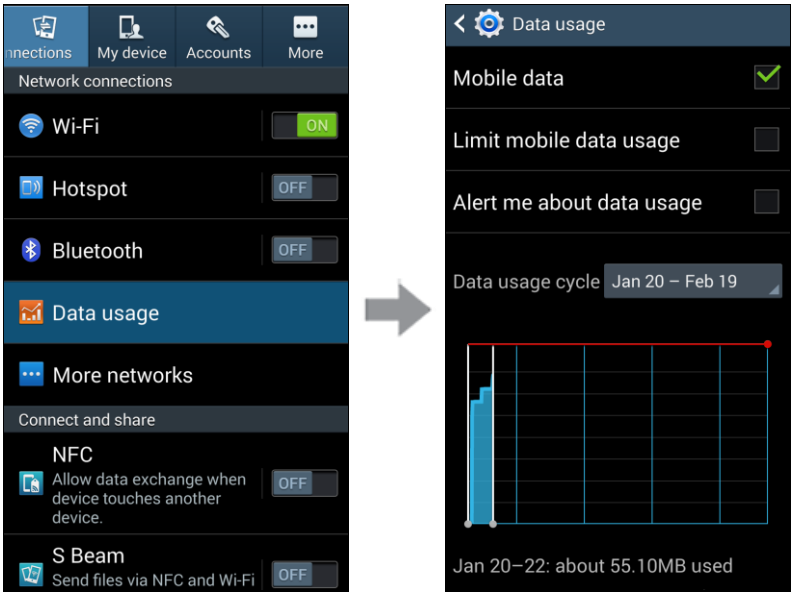
Data Usage Settings

The Data usage menu lets you view your phone's mobile and Wi-Fi data usage, set data limits, restrict hotspot usage, and more.

1. From home, tap **Apps** > **Settings** > **Connections** tab.



2. Tap **Data usage**.



❖ The data usage window opens.

Data Usage Settings Operations

- **Enable Mobile Data**: In Data usage window, tap **Mobile data** to enable the service.
- **Enable Restrictions on Mobile Data Usage**: From the Data usage window, tap **Limit mobile data usage** to enable the restriction.
  - With restriction turned on, drag the horizontal **Limit slider** up or down to set the data usage limit.
- **Set Amount for Alert when Data Usage Increases**: From the Data usage window, tap **Alert me about data usage**, and then drag the horizontal **Warning slider** up and down to set an amount.
  - Data usage amounts are approximate. Actual amounts may differ.
- **Set Date for Resetting Data Usage**: To set the data usage measuring cycle, from the Data usage window, tap the box next to **Data usage cycle**, tap **Change cycle**, set a reset date, and tap **Set**.
- **Check Data Usage for Each Application**: To see how your data is being used, slide the vertical white bars in the graph to set a usage period, and then tap an app name to see its usage for the period.
- **Enable Permissions for Data Roaming**: From the Data usage window, tap **Menu** > **Data roaming**.
  - Tap **Data roaming** to enable the restriction.
- **Enable Restriction on Mobile Data in Background**: From the Data usage window, tap **Menu** > **Restrict background data** > **OK**.
  - The availability of roaming services is dependent on your service plan. Check with carrier and service plan for details.
  - This setting stops some apps and services from working unless your phone is connected to a Wi-Fi network.
- **View Both Mobile Data and Wi-Fi Usage**: From the Data usage window, tap **Menu** > **Show Wi-Fi usage**.
  - Tap **Show Wi-Fi usage** to enable the option.
  - When **Show Wi-Fi usage** is enabled, you will see a Wi-Fi tab at the top of the Data usage window. Tap to view your phone's Wi-Fi data usage.
  - **Select Wi-Fi networks which are mobile hotspots**: From the Data usage window, tap **Menu** > **Mobile hotspots**.

More Networks Settings

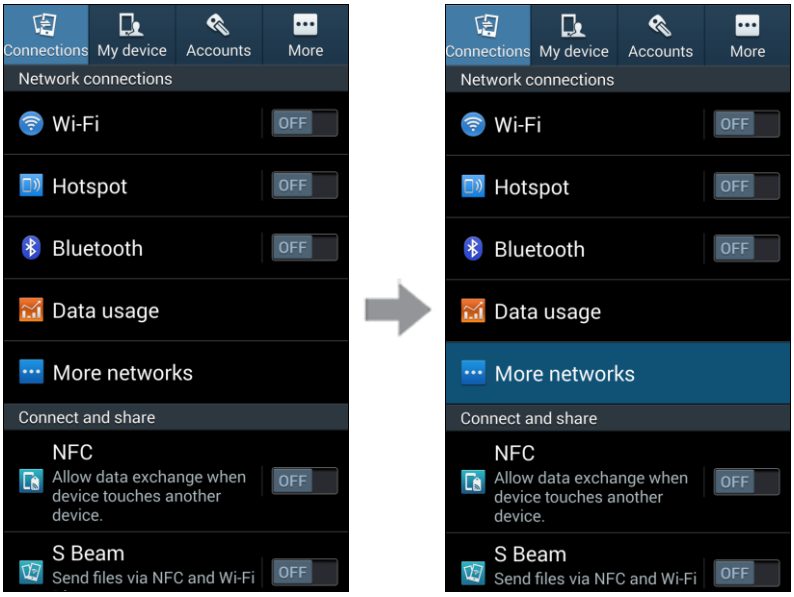
The More networks menu provides access to additional wireless and network options, such as default messaging app, VPN, mobile networks, and roaming (if available).

More Network Settings Options

Setting	Description
Airplane mode	Turn off calling, messaging, and data network features.
Default messaging app	Set a default text messaging app.
Printing	Set up printing services.
Mobile networks	Set a network mode, etc.
Tethering	Share your device's mobile data connection via USB or Bluetooth.
VPN	Add a Virtual Private Network (VPN).
Roaming	Set options for roaming, networks, and APNs.

Access More Networks Options

- From home, tap **Apps** > **Settings** > **Connections** tab > **More networks**.



  - The More networks screen displays.

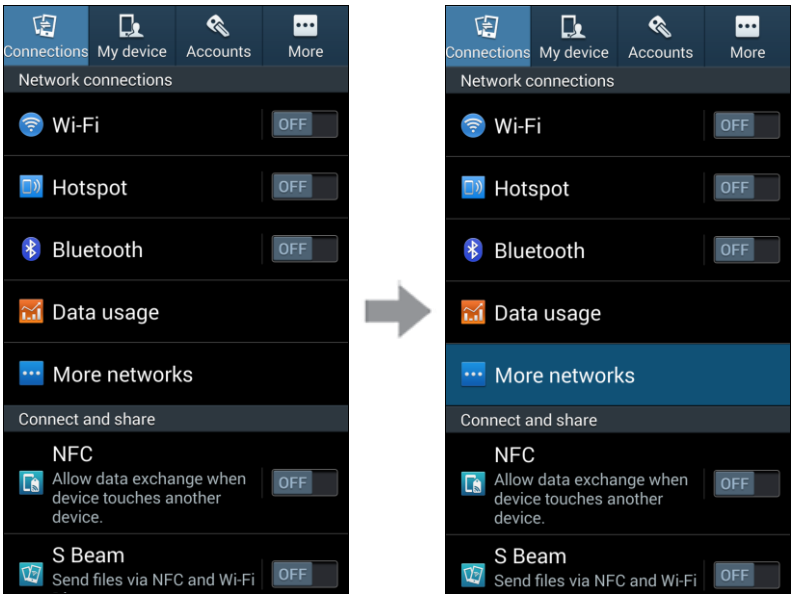
Airplane Mode

When you enable Airplane mode, your phone disconnects from all networks, meaning you cannot use make calls, send or receive messages, or access the Internet. It also turns off other connectivity features, such as Wi-Fi and Bluetooth.

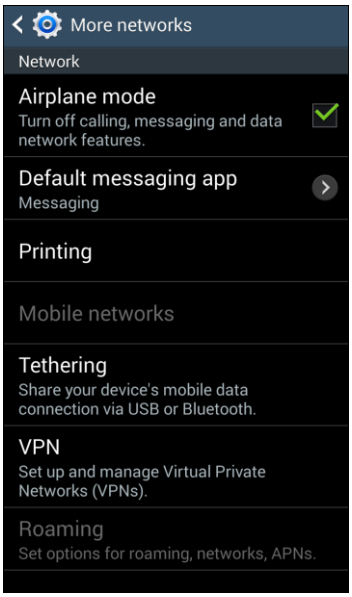
While in airplane mode, you can use other features of your phone, such as playing music, watching videos, or other applications.

To use Wi-Fi and Bluetooth after turning on Airplane mode, turn them on in Settings, or on the Notification Panel.

1. From home, tap **Apps** > **Settings** > **Connections** tab > **Connections** tab > **More networks**.



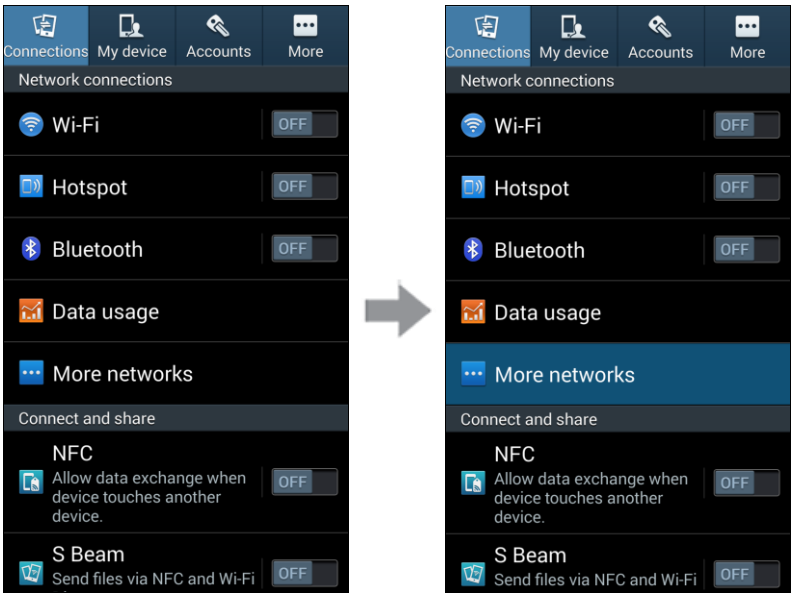
2. Tap **Airplane mode** to enable or disable the feature.



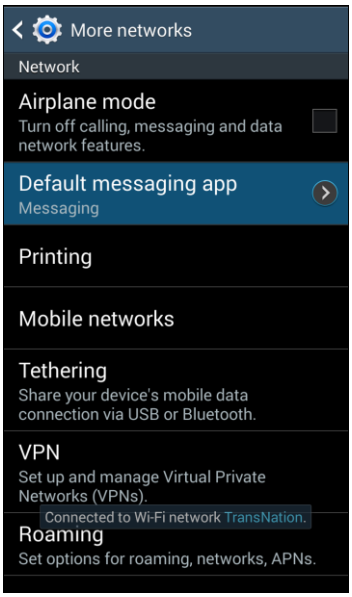
Default Messaging App Settings

If you have multiple messaging apps installed on your phone, you can choose the app your phone uses for messaging. The app you select here will be used when you choose Messaging in other apps, such as when sharing items like pictures or video.

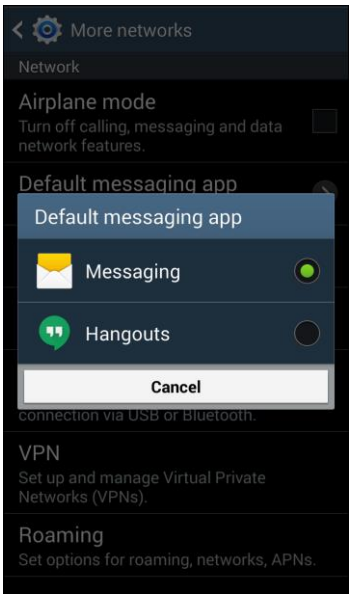
1. From home, tap **Apps** > **Settings** > **Connections** tab > **More networks**.



2. Tap **Default messaging app**.



3. Choose a messaging app.



- The default messaging app is set.

Note: If you choose a default messaging app other than Messaging (for example, Google Hangouts), you will not be able to use the standard Messaging app unless you restore it as the default messaging app.

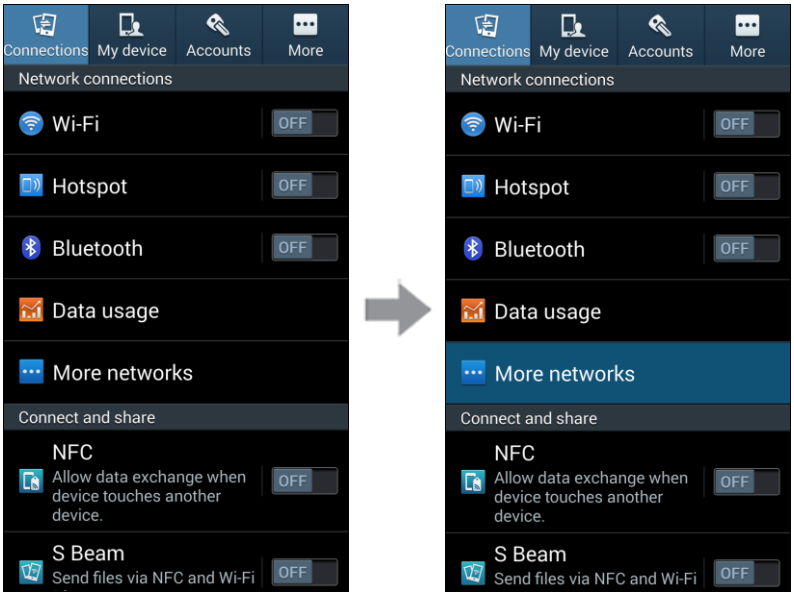
Printing

You can print from your phone, via Wi-Fi, to an optional compatible printer (not included). Your phone and the optional printer must be connected to the same Wi-Fi network.

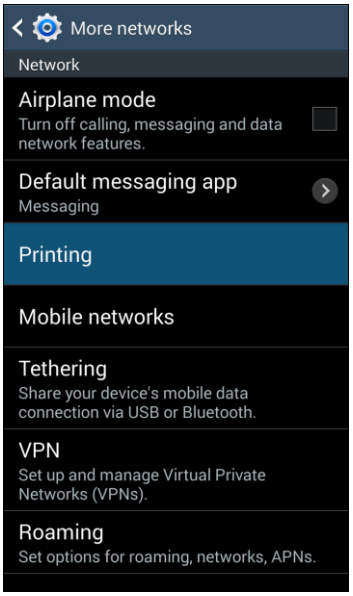
Add and Set Up a Printer

Before you can print to a printer, you must add and set it up on your phone. You'll need to know the IP address of the printer; consult the printer's documentation for this information.

1. From home, tap **Apps** > **Settings** > **Connections** tab > **More networks**.

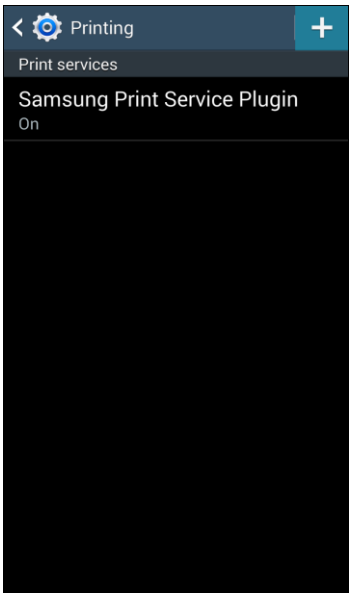


2. Tap **Printing**.



❖ The Printing settings screen displays.

3. From the Printing settings screen, tap **Add print service**.



4. Follow the prompts to download and install a print driver from the Google Play Store.
5. Choose a print service from the list, and then tap the **ON/OFF** switch to turn the service on or off. The service must be on to add a printer.
6. Tap **Menu** > **Add printer** > , and then enter a name and the IP address of the printer.

Set Up a Printer

Add a printer to a print service and configure settings.

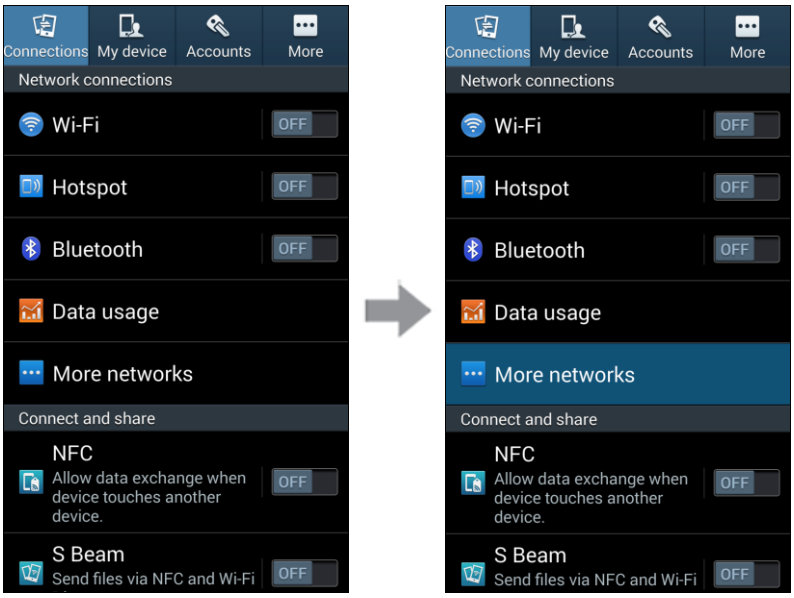
Note: Below settings are examples only. Available settings will differ depending on the type of print service and printer you are using.

1. From the Printing settings screen, select a print service from the list
2. Tap the **ON/OFF** switch to turn the service on. The service must be on to add a printer.
3. Tap **Menu** > **Add printer** and follow the prompts to add a printer.
4. Tap **Menu** > **Printer settings** to configure printer options. Available options may vary depending on the type of printer, and not all printers support all options.

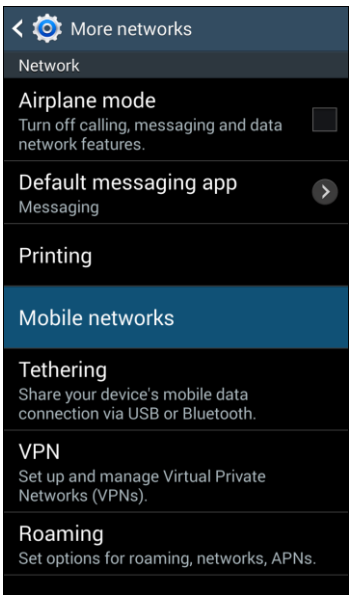
Mobile Networks Settings

Set options for network selection and data service.

1. From home, tap **Apps** > **Settings** > **Connections** tab > **More networks**.



2. Tap **Mobile networks**.



3. Configure options:

   - **Mobile data**: When enabled, your phone connects to the mobile data network, and can use the network to access the Internet and transfer information.
   - **Network mode**: Choose a preferred network mode. Available options depend on your phone's features, but may include LTE/CDMA and CDMA.
   - **Connections optimizer**: When enabled, Connections optimizer helps you manage and enhance your data experience by finding and connecting to "remembered" Wi-Fi networks, and, if applicable, the Enhanced LTE Network. Remembered networks are those to which you have already connected.

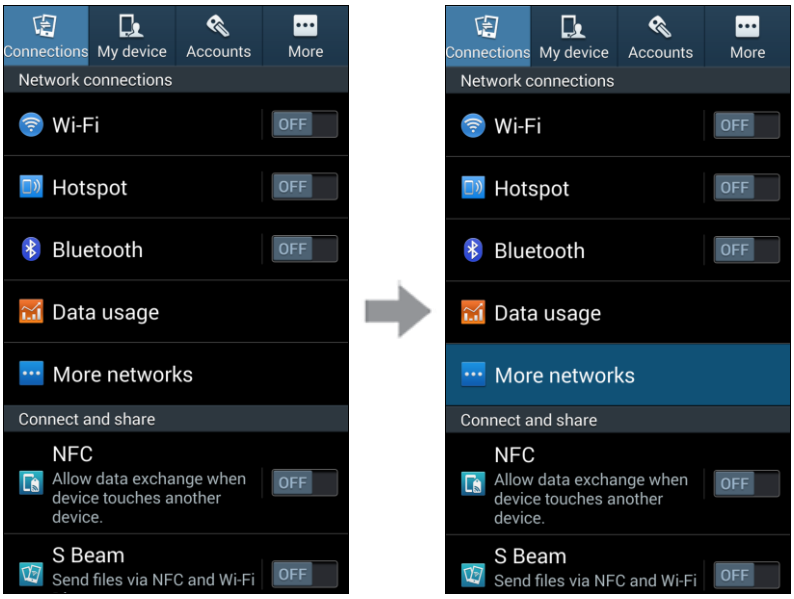
Tethering

Use Tethering to share your phone's Internet connection with a computer that connects to your phone via a USB cable or Bluetooth.

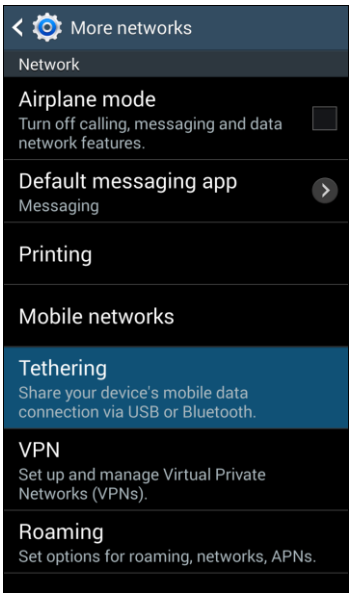
USB Tethering

You can share your phone's Internet connection with other devices using a USB cable.

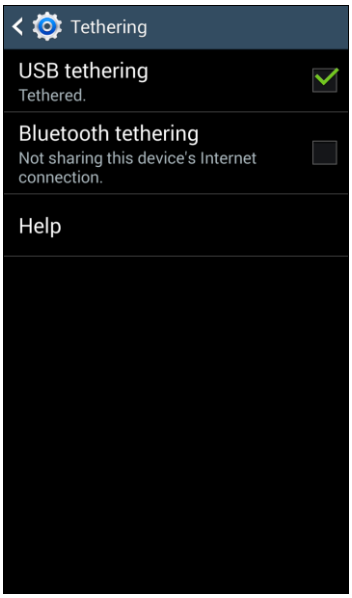
1. Connect your phone to another device using a USB cable.
2. From home, tap **Apps** > **Settings** > **More networks**.



3. Tap **Tethering**.



4. Tap **USB tethering** to enable the feature.



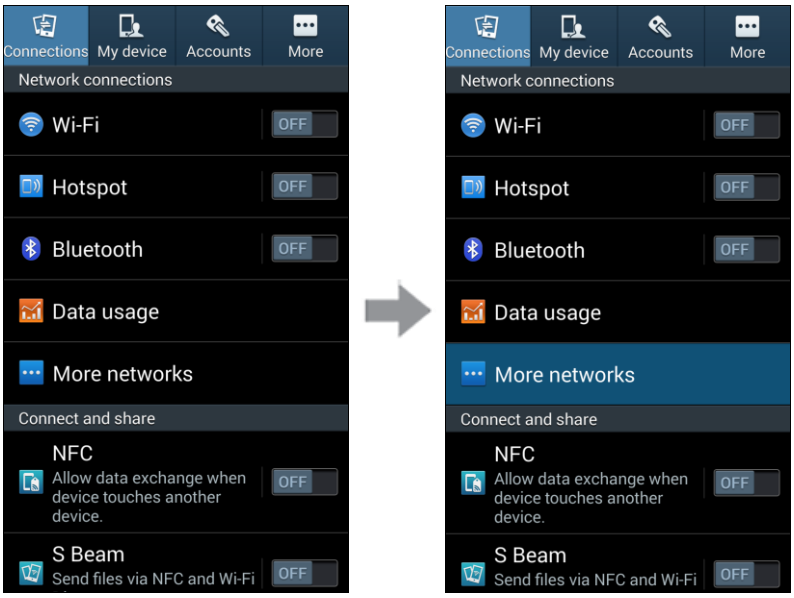
❖ USB tethering is enabled.

▪ To disable USB tethering, uncheck **USB tethering**.

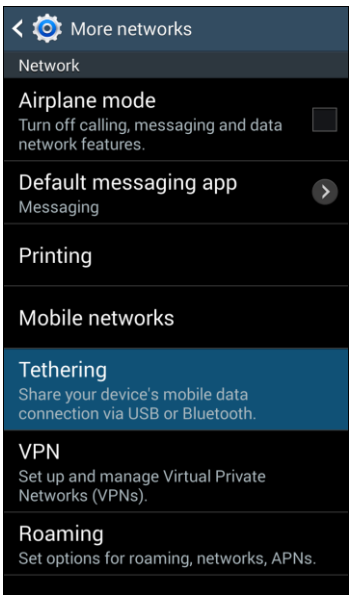
Bluetooth Tethering

You can share your phone's Internet connection with other devices via Bluetooth.

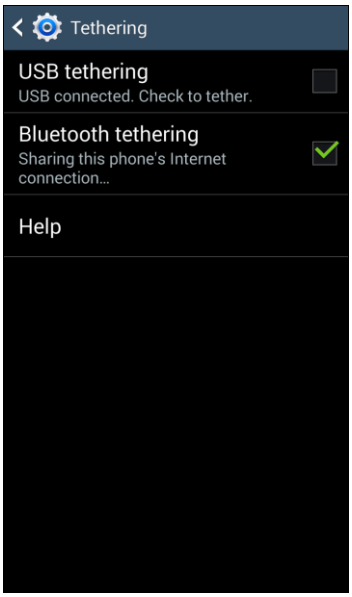
1. From home, tap **Apps** > **Settings** > **More networks**.



2. Tap **Tethering**.



3. Tap **Bluetooth tethering** to enable the feature. See Bluetooth.



❖ Bluetooth tethering is enabled.

- To disable Bluetooth tethering, uncheck **Bluetooth tethering**.

Virtual Private Networks (VPN)

From your phone, you can add, set up, and manage virtual private networks (VPNs) that allow you to connect and access resources inside a secured local network, such as your corporate network.

Prepare Your Phone for VPN Connection

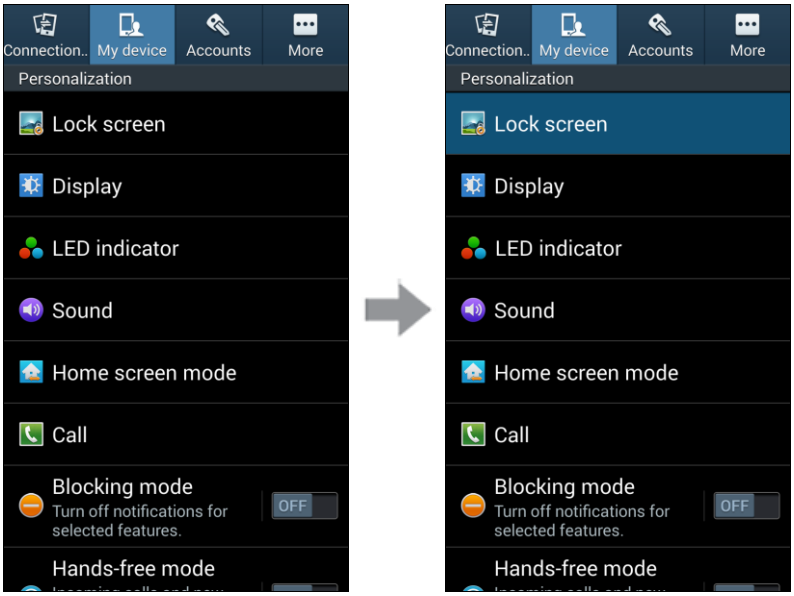
Depending on the type of VPN you are using at work, you may be required to enter your login credentials or install security certificates before you can connect to your company's local network. You can get this information from your network administrator.

Before you can initiate a VPN connection, your phone must first establish a Wi-Fi or data connection. For information about setting up and using these connections on your phone, see Browser and Turn Wi-Fi On and Connect to a Wireless Network.

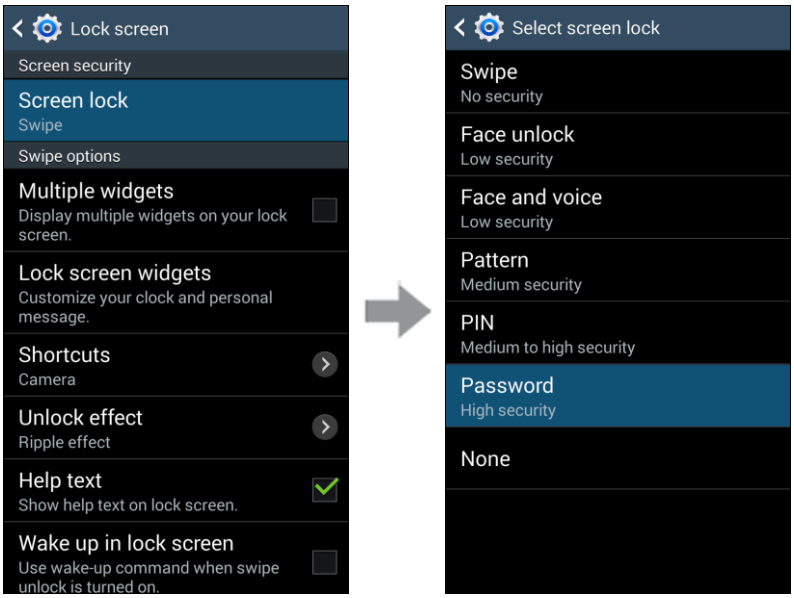
Set Up Secure Credential Storage

If your network administrator instructs you to download and install security certificates, you must first set up the phone's secure credential storage.

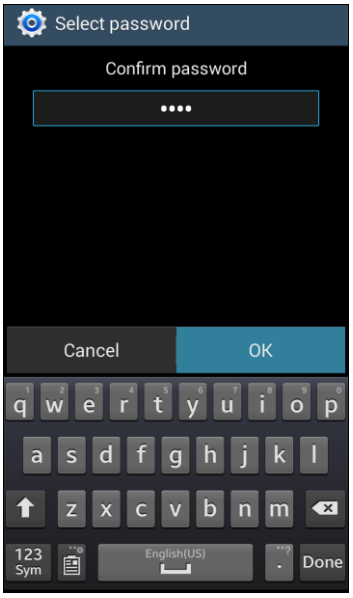
1. From home, tap **Apps** > **Settings** > **My device** tab > **Lock screen**.



2. Tap **Screen lock** > **Password**.

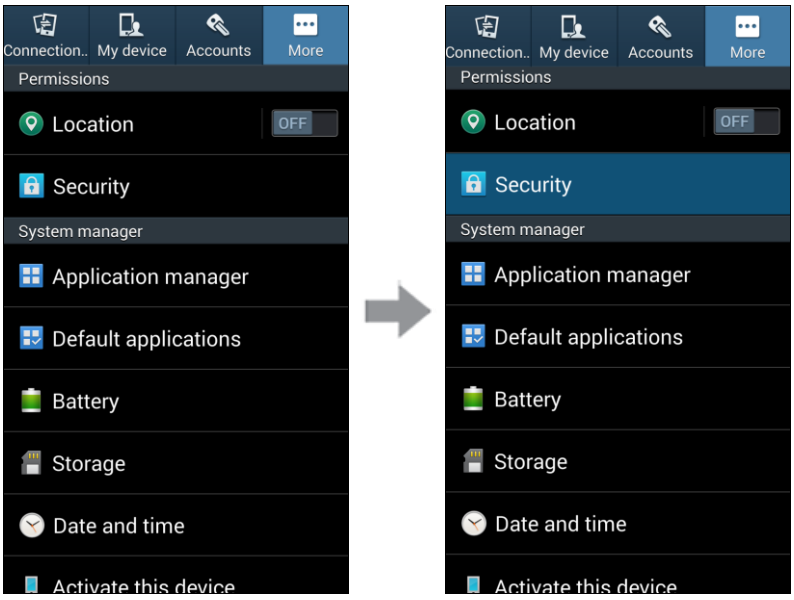


3. Enter a new password (at least eight characters without any spaces) for the credential storage, scroll down and confirm the password, and then tap **OK**.

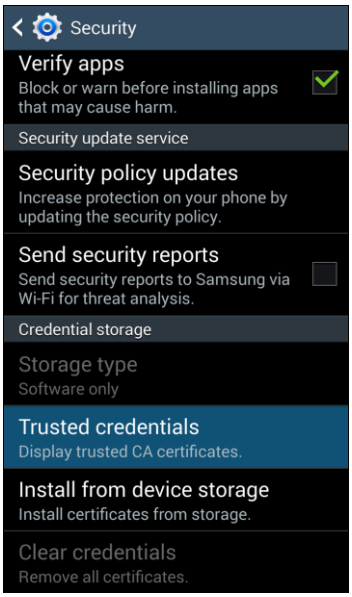


❖ The password is set, allowing secure credential storage.

4. Tap **Back** to return to the main settings menu, and then tap **More** tab > **Security**.



5. Tap **Trusted credentials**, and then tap your preferred system and user credentials.



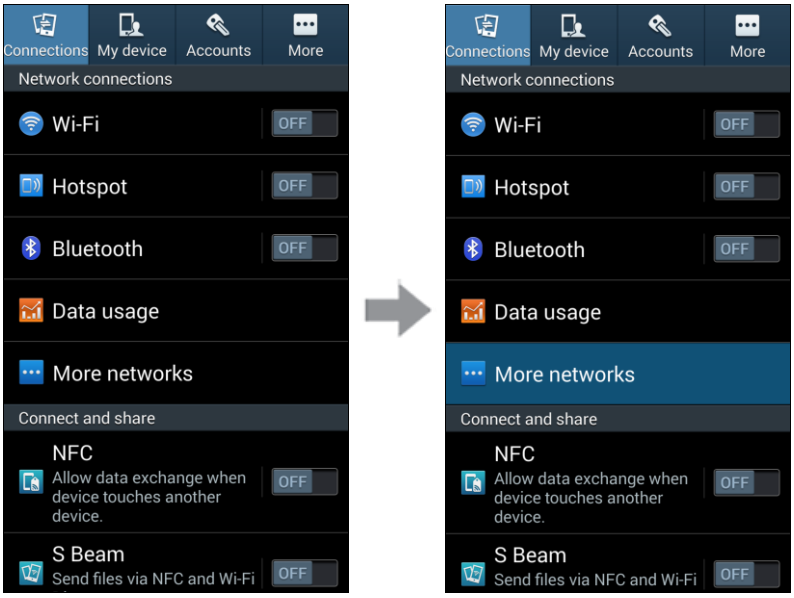
❖ Your secure credentials storage is set.

You can then download and install the certificates needed to access your local network. Your network administrator can tell you how to do this.

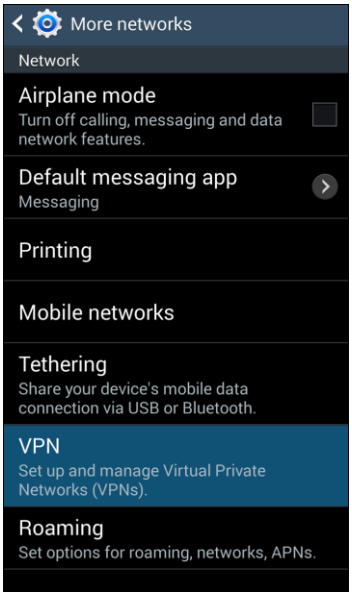
Add a VPN Connection

Use the More networks settings menu to add a VPN connection to your phone.

1. From home, tap **Apps** > **Settings** > **Connections** tab > **More networks**.

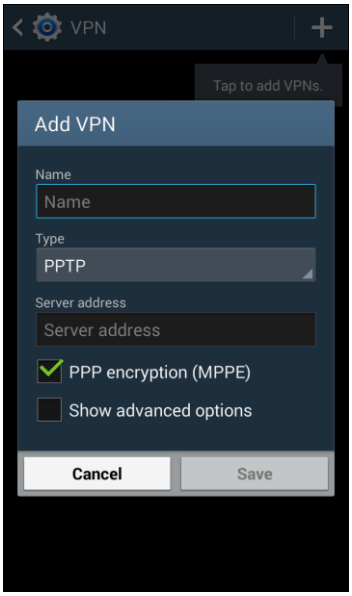


2. Tap **VPN**.



❖ The VPN settings window appears.

3. Tap **Tap to add VPNs** +, and then enter the information for the VPN you want to add.



- Information may include Name, Type, Server address, PPP encryption (MPPE), and advanced options.
- Set up all options according to the security details you have obtained from your network administrator.

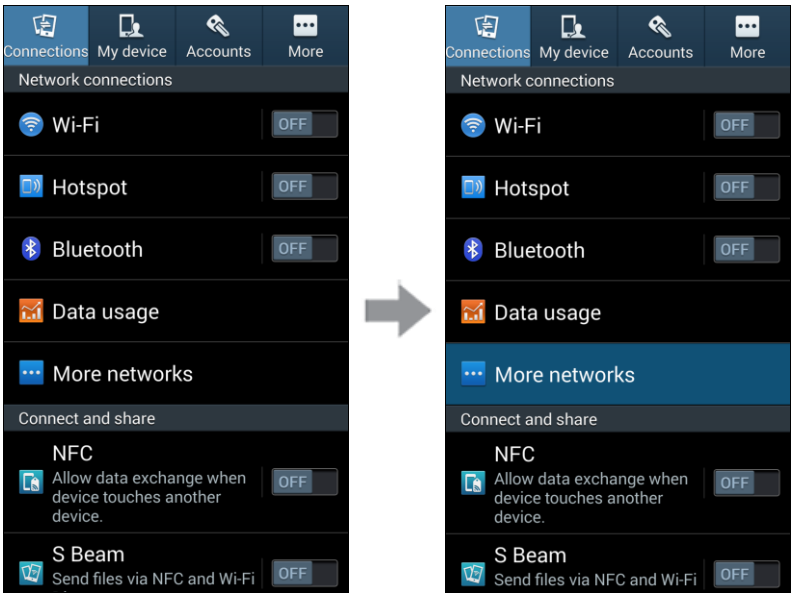
4. Tap **Save**.

❖ Your VPN is added to the VPNs section of the VPN settings window.

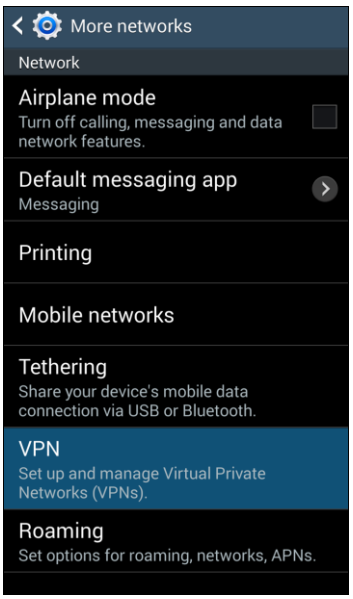
Connect to or Disconnect from a VPN

Once you have set up a VPN connection, connecting and disconnecting from the VPN is easy.

1. From home, tap **Apps** > **Settings** > **Connections** tab > **More networks**.



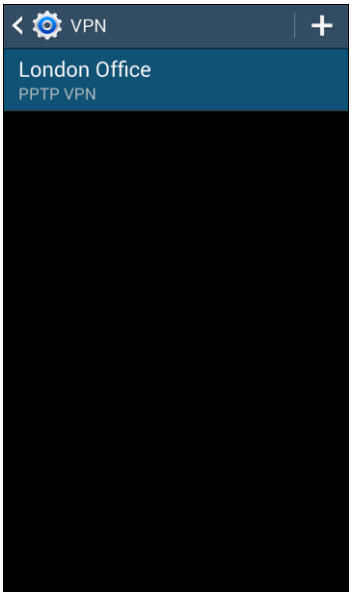
2. Tap **VPN**.



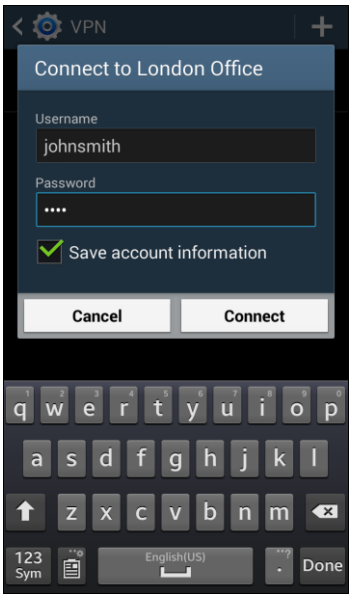
❖ The VPN settings window appears.

Connect to a VPN

1. From the VPNs section of the VPN setting window, tap the VPN that you want to connect to.



2. When prompted, enter your login credentials, and then tap **Connect**.



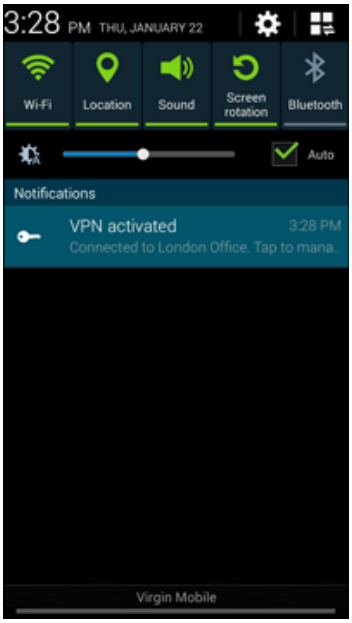
   ❖ You will connect to the selected VPN.

   ▪ When you are connected, a VPN connected icon appears in the notification area.

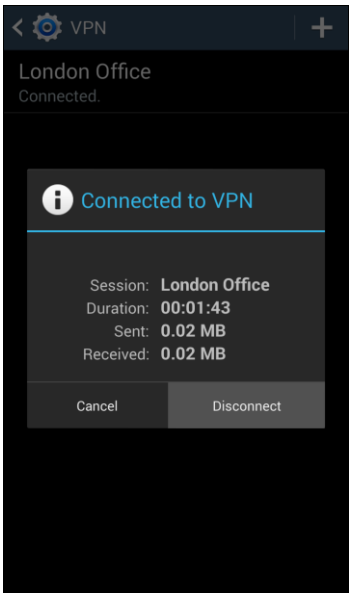
3. Open the Web browser to access resources such as intranet sites on your corporate network.

Disconnect from a VPN

1. Drag the Status Bar down to open the Notification Panel.



2. Tap the VPN connection to return to the VPN settings window.



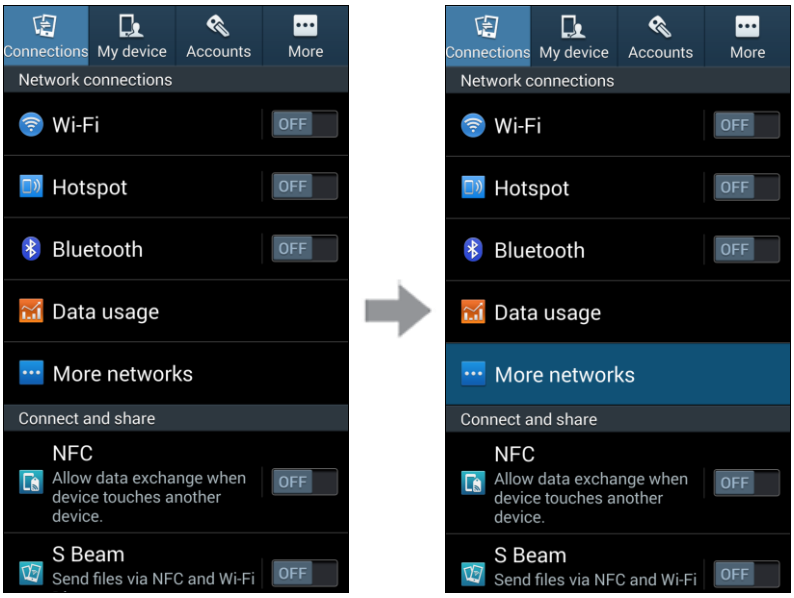
3. Tap **Disconnect**.

   ❖ Your phone disconnects from the VPN.

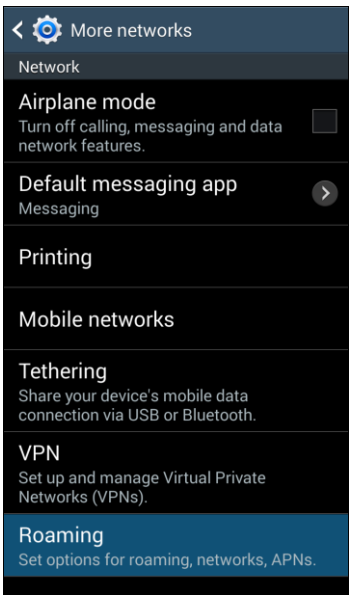
Roaming

Set options for voice and data while roaming.

1. From home, tap **Apps** > **Settings** > **Connections** tab > **More networks**.



2. Tap **Roaming**.



❖ The Roaming settings window appears.

Roaming Settings Operations

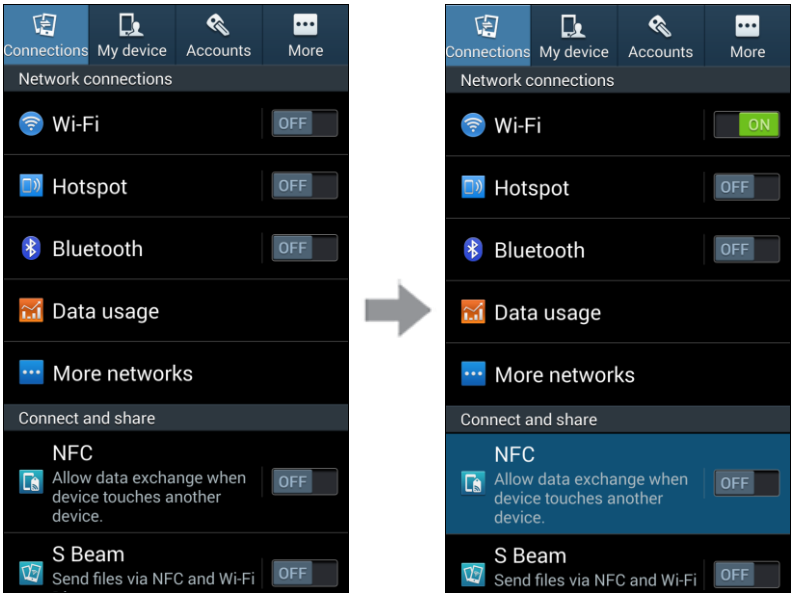
- **Select a Roaming Network**: In Roaming settings window, tap **Roaming network** to select a network.
- **Set Options for Roaming**: In Roaming settings window, tap **Roaming settings** to select allow voice and data roaming—both domestic and international.
- **Guard Against Accidental Roaming**: In Roaming settings window, tap **Roaming guard** to restrict voice and data roaming—both domestic and international.

NFC Settings

Use NFC (Near Field Communication) to share information between your device and another NFC device by tapping the devices together, typically back-to-back.

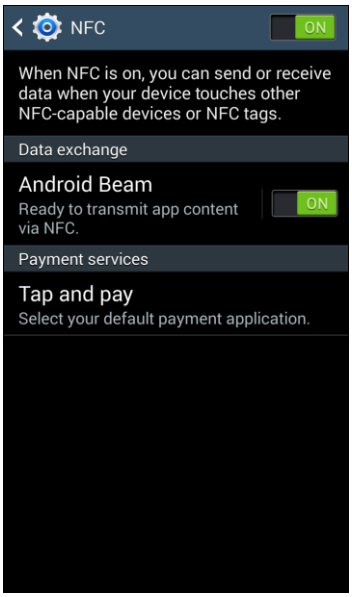
Turn NFC On or OFF

1. From home, tap **Apps** > **Settings** > **Connections** tab > **NFC**.



❖ The NFC settings open.

2. Tap the **ON/OFF** slider to turn NFC on.



- ❖ NFC is enabled.

Android Beam

With Android beam, you can transmit app content via NFC to other NFC devices that support Android Beam.

1. Turn on NFC. Turning on NFC automatically turns on Android Beam.
2. With the item (such as a photo) is displayed on your phone, touch the back of your phone to the back of the other device.
3. Once the phone vibrates, tap the screen to beam the item to the other device.

Tap and Pay

With your phone and a payment app, you can use your device to pay for items by tapping it to an item at the point-of-purchase. Google Wallet is an example of a payment app. You must have the payment app set up on your phone to use it with Tap and Pay.

1. Turn on NFC.
2. Tap **Tap and Pay** to access Tap and Pay settings. Available settings depend on the payment app(s) you have set up on your phone.

S Beam

Share more and share it faster with S Beam. From photos to documents, large video files to maps, you can share almost anything instantly with one tap, simply by placing your devices back-to-back.

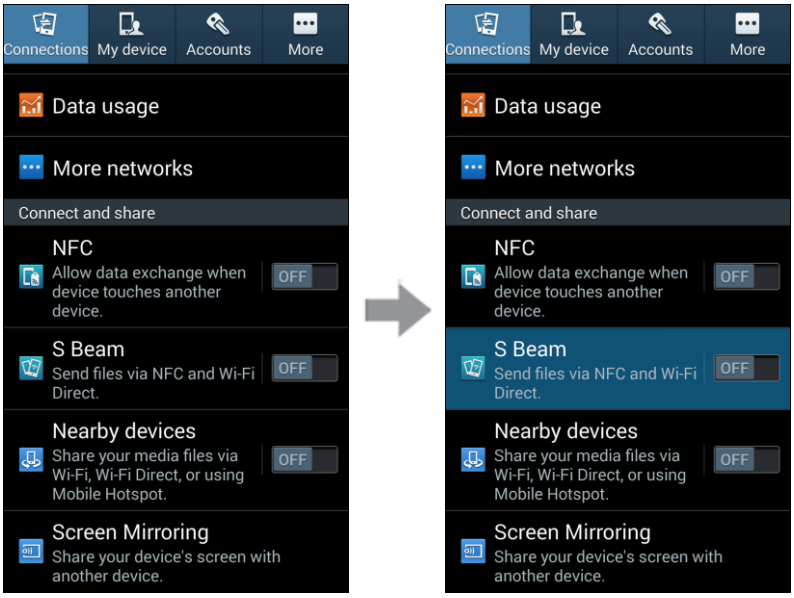
S Beam uses your device's NFC (Near Field Communication) and Wi-Fi Direct features to send, or "beam," content to other NFC devices. For example, you can beam pictures or videos from Gallery, or songs from Music player. Just bring the devices together (typically back to back), and then tap the screen.

Turn S Beam On or Off

Note: You must have both NFC and S Beam turned on to use S Beam to share information.

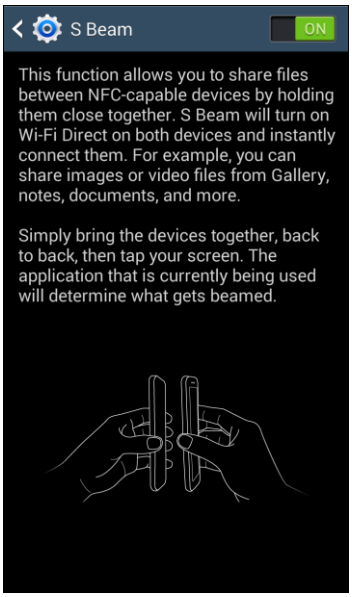
When S Beam is turned on, you can send or receive data by touching your device to another NFC-capable device.

1. From home, tap **Apps** > **Settings** > **Connections** tab > **S Beam**.



- The S Beam settings open.

2. Tap the **ON/OFF** slider to turn S Beam on. Turning S Beam on automatically turns NFC on.



   ❖ S Beam is enabled.

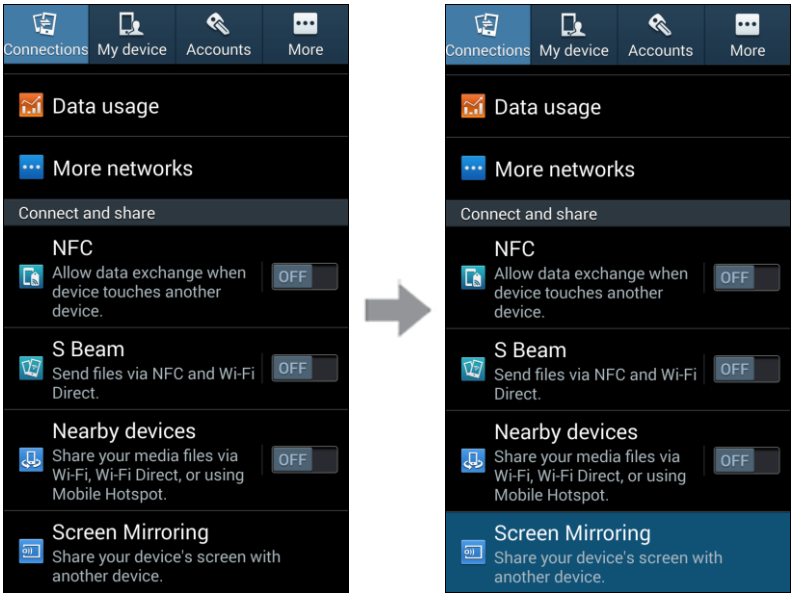
3. With the item (such as a photo) is displayed on your phone, touch the back of your phone to the back of the other device.

4. Once the phone vibrates, tap the screen to beam the item to the other device.

Screen Mirroring

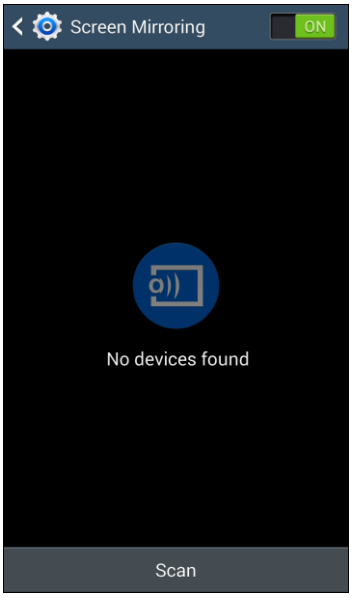
With Screen mirroring, you can share your device's screen with another device, using an optional AllShare Cast accessory (not included).

1. From home, tap **Apps** > **Settings** > **Connections** tab > **Screen Mirroring**.



   ❖ The Screen Mirroring settings open.

2. Tap the **ON/OFF** switch turn Screen mirroring on or off.



3. Touch a device and follow the instructions to set up Screen Mirroring.

   ▪ If your device is not listed, tap **Scan**.

Lock Screen Settings

The Lock screen settings let you set your method for unlocking your phone, customize Lock screen options, determine whether to show tips for unlocking the phone, and enter your owner information to be displayed on the Lock screen.

Screen Lock

You can increase the security of your phone by creating a screen lock. When enabled, you have to draw the correct unlock pattern on the screen, enter the correct PIN, or enter the correct password to unlock the phone's control keys, buttons, and touchscreen.

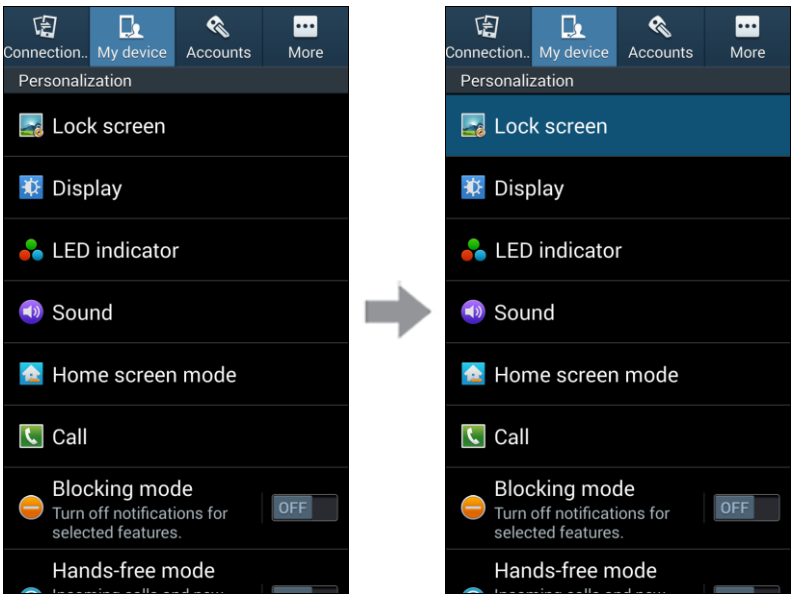
In order from least secure to most secure, the available screen lock options are:

- None
- Swipe
- Pattern
- PIN
- Password

Important: To protect your phone and data from unauthorized access, it is recommended that you use the highest security level available (Password protection). It is also recommended you frequently change your password to ensure the safety of your phone and personal data.

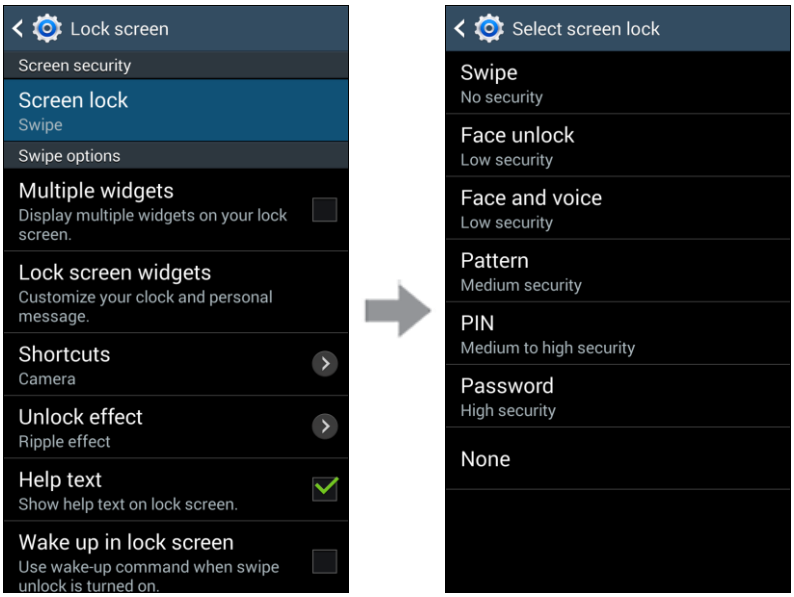
Access Screen Lock Settings

1. From home, tap **Apps** > **Settings** > **My device** tab > **Lock screen**.



❖ The Lock screen settings menu opens.

2. Tap **Screen lock**.



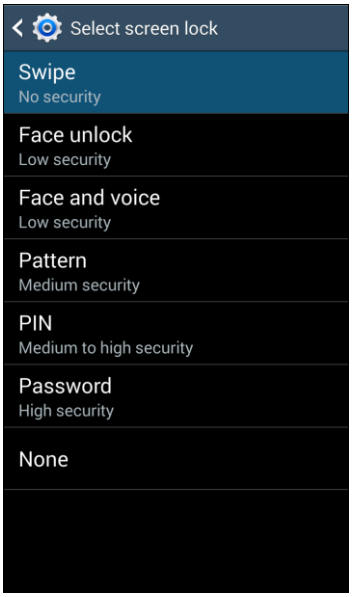
❖ The Screen lock settings menu opens.

Use Swipe to Unlock the Screen

When a Swipe screen is set, you swipe your finger across the screen to unlock the device.

This is the default screen lock on your phone, and offers no security, but you can set special lock screen options.

■ From the Screen lock settings menu, tap **Swipe** to save the setting.

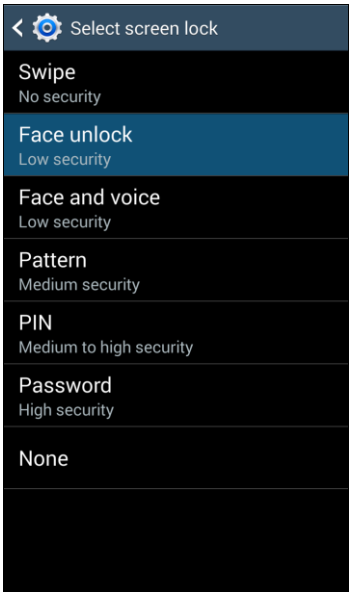


❖ The screen lock is set.

Use Face Recognition

Unlock the device by looking at the screen. This option offers low security, because someone who looks similar to you could unlock your device.

1. From the Screen lock settings menu, tap **Face unlock**.

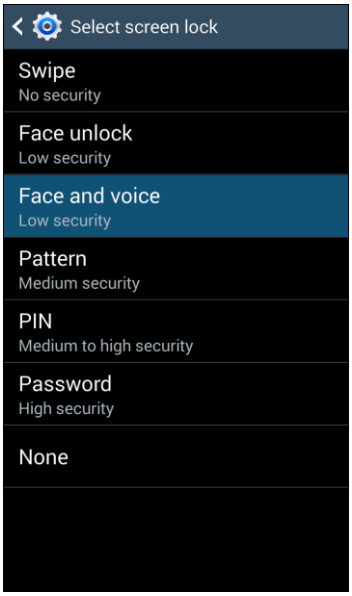


2. Follow the instructions to set up the face recognition screen lock.

Use Face and Voice Recognition

Unlock the device by looking at the screen and speaking a command. This option offers low security, because someone who looks similar and sounds similar to you could unlock your device.

1. From the Screen lock settings menu, tap **Face and voice**.

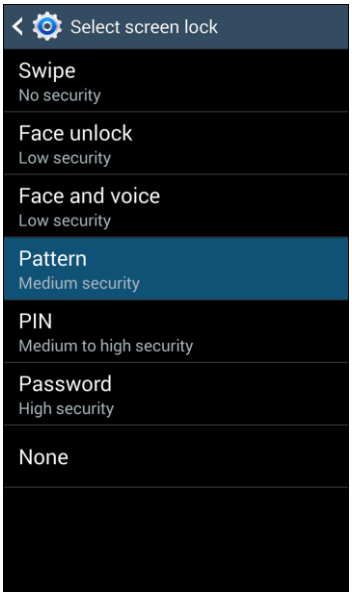


2. Follow the instructions to set up the face and voice recognition screen lock.

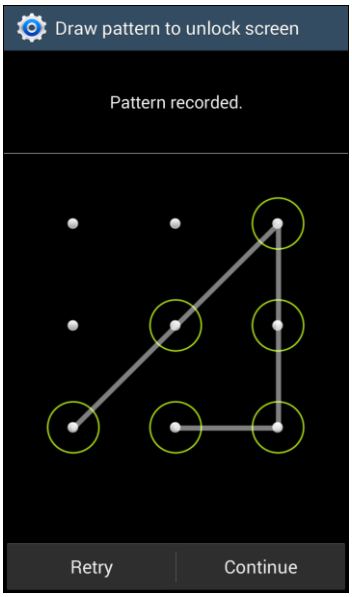
Use a Screen Unlock Pattern

When a Pattern screen lock is set, you draw a pattern, which you create, on the screen to unlock the device. You will also set a PIN to use as a backup, in case you forget the pattern.

1. From the Screen lock settings menu, tap **Pattern**.



2. Draw the screen unlock pattern by connecting at least four dots in a vertical, horizontal, or diagonal direction. Lift your finger from the screen when finished.



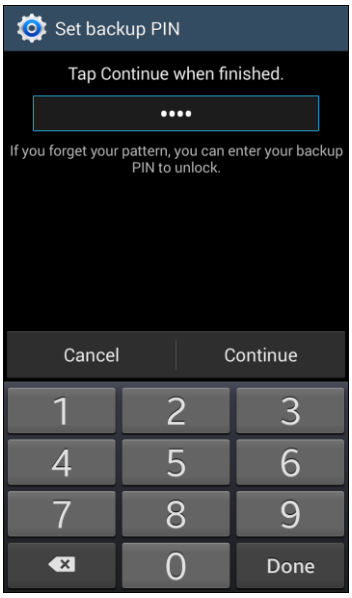
   ❖ The phone records the pattern.

3. Tap **Continue**.

4. When prompted, draw the screen unlock pattern again, and then tap **Confirm**.

   ❖ The screen unlock pattern is saved.

5. Enter a backup PIN, tap **Continue**, re-enter the PIN, and tap **Done** to save your screen unlock pattern.



   ❖ The screen lock is set.

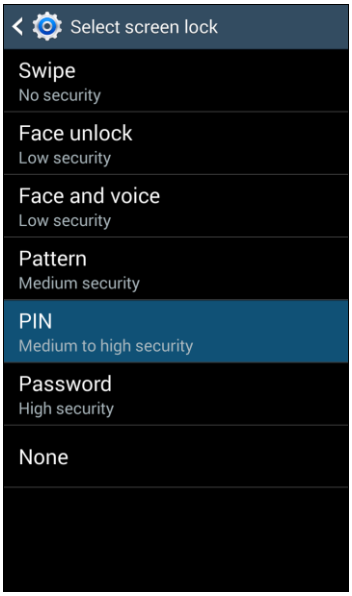
   ▪ If you fail to draw the correct unlock pattern on the screen after five attempts, you will be prompted to wait for 30 seconds before you can try again.

Note: Clear the **Make pattern visible** check box if you do not want the unlock pattern to display on the screen when you unlock it.

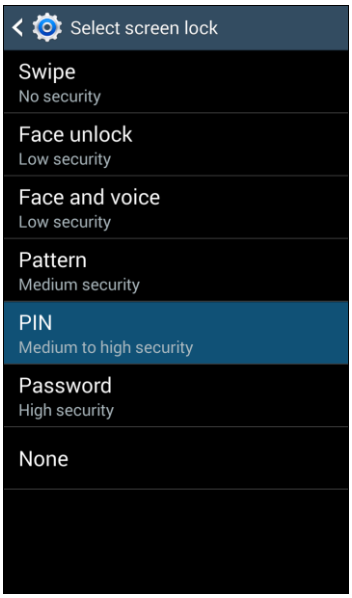
Note: To change your unlock screen pattern, from home, tap **Apps** > **Settings** > **My device** tab > **Lock Screen** > **Screen lock**.

Use a Screen Unlock PIN

1. From the Screen lock settings menu, tap **PIN**.



2. Enter a PIN, tap **Continue**, re-enter your PIN, and tap **Done** to save the setting.

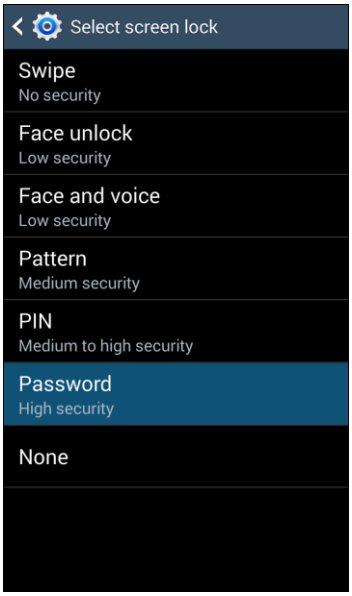


❖ The screen lock is set

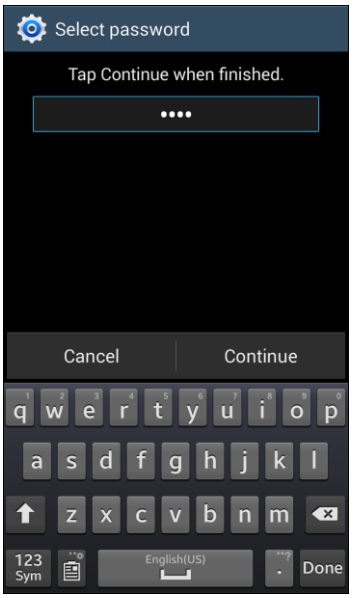
- If you fail to enter the correct PIN after five attempts, you will be prompted to wait for 30 seconds before you can try again.

Use a Screen Unlock Password

1. From the Screen lock settings menu, tap **Password**.



2. Enter a password, tap **Continue**, and then enter your password again to confirm it.



❖ The screen lock is set.

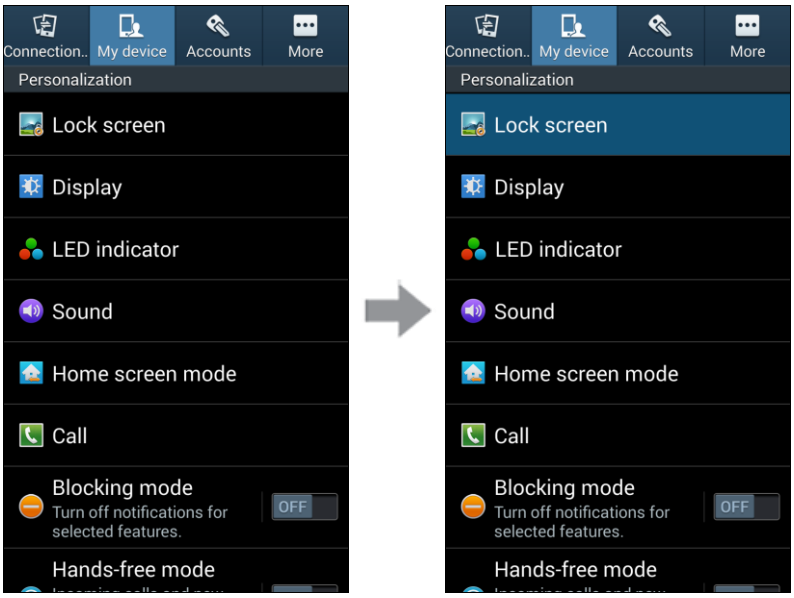
- If you fail to enter the correct password after five attempts, you will be prompted to wait for 30 seconds before you can try again.

Important: To protect your phone and data from unauthorized access, it is recommended that you use the screen unlock password (highest security). It is also recommended that you frequently change your password to ensure the safety of your phone and personal data.

Disable the Screen Lock

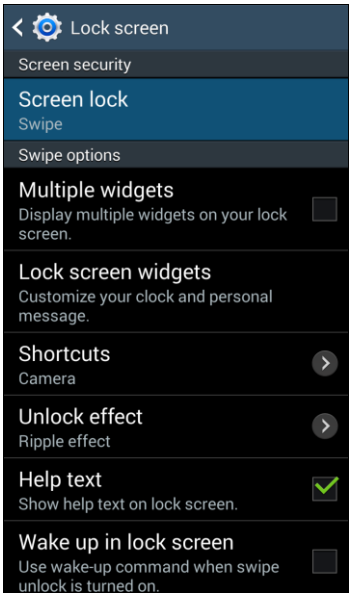
Follow the instructions below to turn off your current screen lock.

1. From home, tap **Apps** > **Settings** > **My device** tab > **Lock screen**.



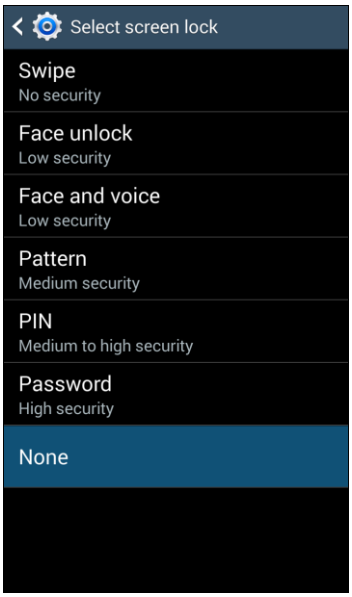
   ❖ The Lock screen settings menu opens.

2. Tap **Screen lock**.



3. Draw your unlock screen pattern, enter your PIN, or enter your password.

4. Tap **None**.



❖ The screen lock is disabled.

- If you fail to enter the correct password after five attempts, you will be prompted to wait for 30 seconds before you can try again.

Lock Screen Options

There are several configurable options available in the Lock screen settings menu.

Lock Screen Options Overview

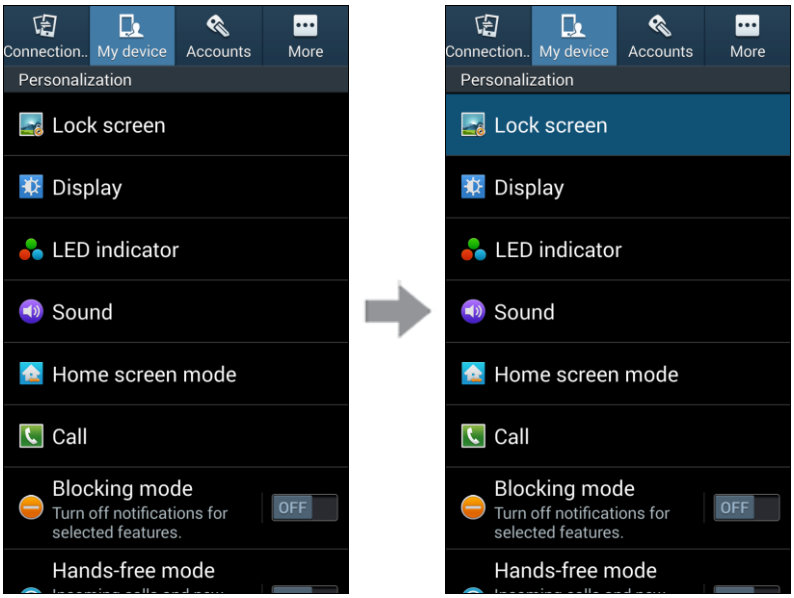
The following options are available in the Lock screen settings menu (options vary depending on the screen lock selected):

Lock Screen Setting	Description
Help text	Show help text on the Lock screen.
Lock automatically	Set a time period for automatically locking the screen after the screen turns off, or choose to have the screen lock immediately when the screen turns off.
Lock instantly with power key	Pressing the Power Key instantly locks the screen.
Lock screen widgets	Customize your clock and personal message.
Make Pattern Visible	When you have a Pattern screen lock set, briefly display the pattern as you draw it on the lock screen.

Lock Screen Setting	Description
Multiple widgets	Display more than one widget on the lock screen.
Set wake-up command	Set options for your wake-up command.
Unlock effect	Set the effect shown when the Lock screen wakes up.
Wake up in lock screen	Press the Home Key, and then speak a wake-up command to unlock the screen.

Access Lock Screen Options

- From home, tap **Apps** > **Settings** > **My device** tab > **Lock screen**.



❖ The Lock screen settings menu opens.

Display and Wallpaper Settings

Adjusting your phone's display settings not only helps you see what you want, it can also help increase battery life.

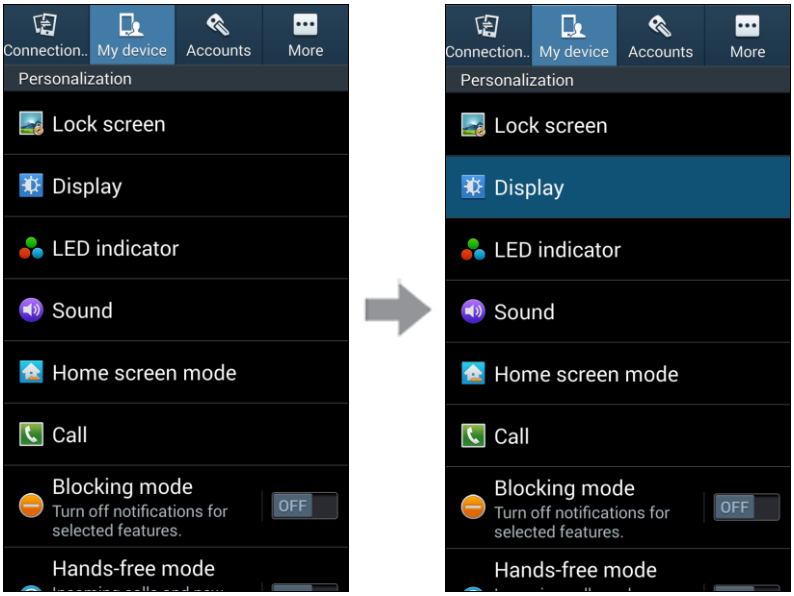
Display and Wallpaper Settings Overview

The Display and wallpaper settings menu allows you to configure the following options:

Display Setting	Description
Wallpaper	Select a wallpaper.
Notification panel	Set options menu for the Notification Panel, including brightness adjustment and quick menu items.
Multi window	Set options for using Multi window.
Page buddy	Create content-related pages on the Home screen.
Brightness	Set the display brightness.
Auto rotate screen	Set whether to allow the screen to rotate the display with the phone orientation, where applicable.
Screen timeout	Set a screen timeout duration. **Note**: Longer durations discharge the battery more quickly.
Daydream	Select a screensaver to be displayed when the device is charging.
Font style	Set a default font style for the display.
Font size	Set font size for display.
Touch key light duration	Set the length of time the Menu Key and Back Key are lit.
Show battery percentage	Show battery percentage on the Status Bar.
Auto adjust screen tone	Adjust the display brightness based on the on-screen image to save power.

Access Display Settings

1. From home, tap **Apps** > **Settings** > **My device** tab > **Display**.



2. Set your display options.

   ❖ Your display settings are saved and applied.

LED Indicator Settings

The LED indicator on the front of the device displays when the device is locked, to notify you of status changes and events. Use LED indicator settings to configure how the LED functions.

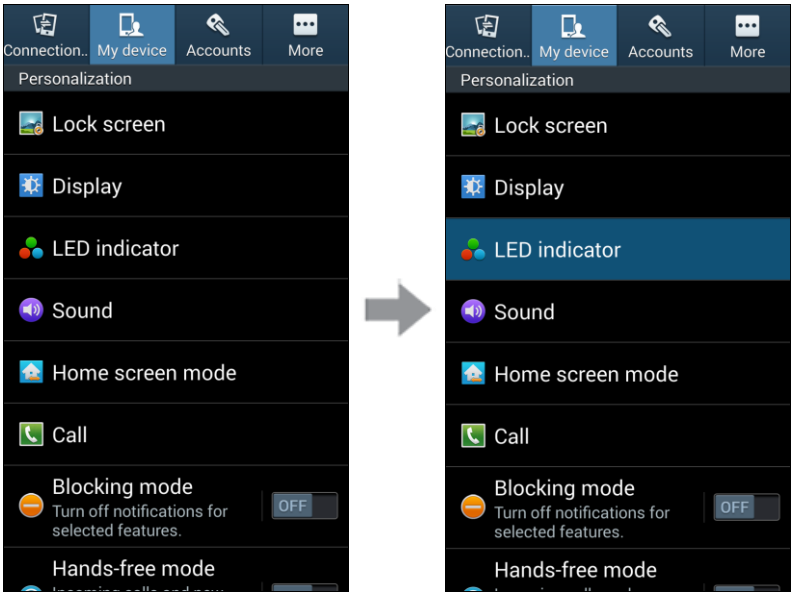
LED Indicator Settings Overview

The LED indicator menu allows you to configure the following options:

Sound Setting	Description
Charging	The LED glows red during charging, and green when the battery is fully charged.
Low battery	the LED blinks red to indicate low battery charge.
Notifications	The LED blinks blue to show that you have missed calls, new messages, or application events.
Voice recording	The LED blinks blue when recording with the screen turned off.

Access LED Indicator Settings

1. From home, tap **Apps** > **Settings** > **My device** tab > **LED indicator**.



2. Set your LED indicator options.

   ❖ Your LED indicator settings are saved and applied.

Sound Settings

The Sound settings menu lets you control your phone's audio, from ringtones and alerts to tap tones and notifications.

Sound Settings Overview

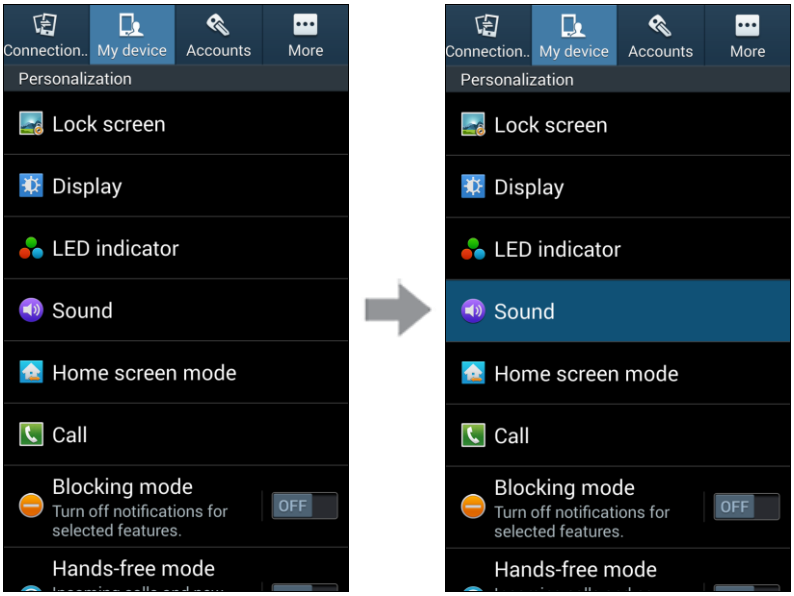
The sound settings menu allows you to configure the following options:

Sound Setting	Description
Volume	Set volume for ringtones, alarms, system features, etc.
Vibration intensity	Set the level for vibration to accompany ringtones and notifications.
Ringtones	Set your phone's default ringtone.
Vibrations	Choose vibrations to play for notifications, such as for incoming calls, new messages, and event reminders.
Notifications	Set a tone for default phone notifications.

Sound Setting	Description
Vibrate when ringing	Enable vibration when ringing.
Dialing keypad tones	Enable tones for phone dialer screen.
Touch sounds	Set tone options for screen touches and taps.
Screen lock sound	Set a tone when locking/unlocking the screen,
Haptic feedback	The phone vibrates when you tap the Menu and Back keys, and for certain screen touches.
Auto haptic	The device vibrates automatically in response to the sounds of some apps, such as games.
Emergency tone	Set a tone for incoming emergency alerts.
Call	Set sound options for calling.
Messaging	Set sound options for messaging.
Email	Set sound options for email.
Calendar	Set sound options for calendar events.
Sound when tapped	A tone plays when you tap the Samsung keyboard.
Vibrate when tapped	The phone vibrates when you tap the Samsung keyboard.
Audio output	Choose the type of sound output when you attach your phone to another device via an HDMI cable (not included).

Access Sound Settings

1. From home, tap **Apps** > **Settings** > **My device** tab > **Sound**.



2. Set your sound options.

   ❖ Your sound settings are saved and applied.

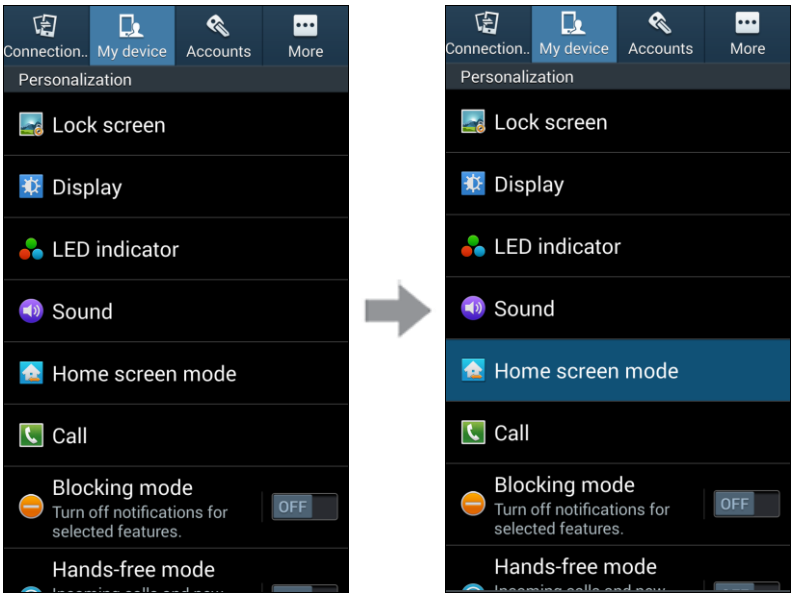
Home Settings

Your phone offers two an Easy home screen mode to assist first-time smartphone users.

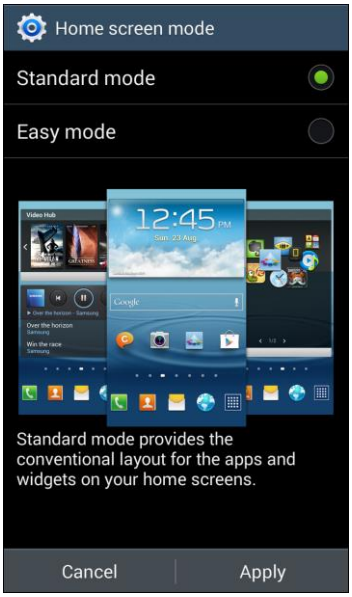
- **Standard mode** provides a conventional layout for apps and widgets on the Home screen.
- **Easy mode** provides an easier experience for the first-time smartphone user.

You can choose the Home screen mode at any time.

1. From home, tap **Apps** > **Settings** > **My device** tab > **Home screen mode**.



2. Tap **Standard mode** or **Easy mode**.



❖ Your display is changed to Standard mode or Easy mode.

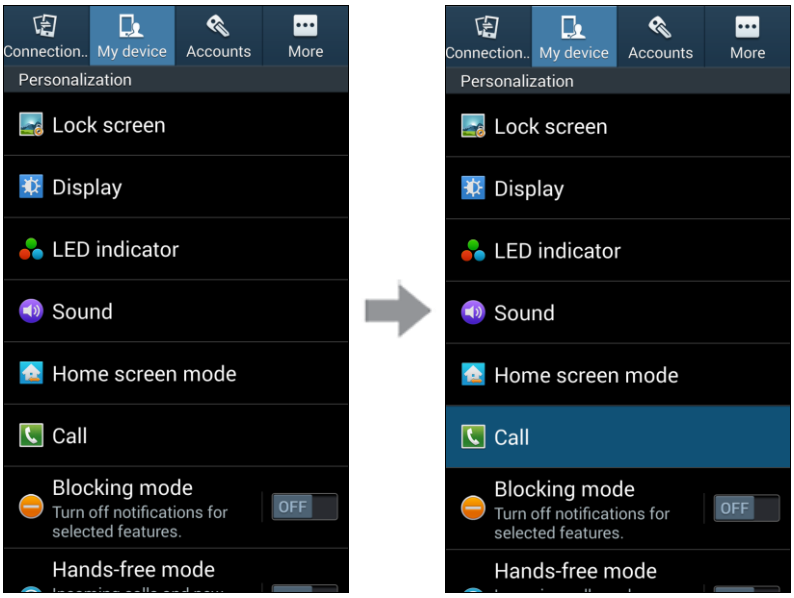
Call Settings

Configure options for calling with your phone.

Call Settings Overview

Call Setting	Description
Call rejection	Manage auto rejection mode.
Set up call rejection messages	Create or edit messages to reject incoming calls.
Answering/ending calls	Answer calls by pressing the Home Key, and end calls by pressing the Power/Lock Key.
Call alerts	Set call alerts.
Call accessories	Set accessory options for calls.
Ringtones and keypad tones	Select or create your default ringtone, set the phone to vibrate when ringing, and play a tone when the dialing keypad is tapped.
Personalize call sound	Adjust your call sound for better quality.
Noise reduction	Suppress background noise during calls.
Increase volume in pocket	Ringtone volume increases when the device is in a pocket or bag.
Voicemail service	Select a voicemail service.
Voicemail settings	Configure your voicemail.
Sound	Set the default notification sound.
Vibrate	Set the phone to vibrate when ringing.
US dialing	Replace + with the international dialing code, except when entering +1.
International dialing	Enter the international dialing code automatically.
TTY mode	Enable service on your phone.
DTMF tones	Set the length of DTMF tones on your phone.
Voice privacy	Activate Enhanced privacy mode.

1. From home, tap **Apps** > **Settings** > **My device** tab > **Call**.



2. Set your call settings.

   ❖ Your call settings are saved and applied.

Blocking Mode

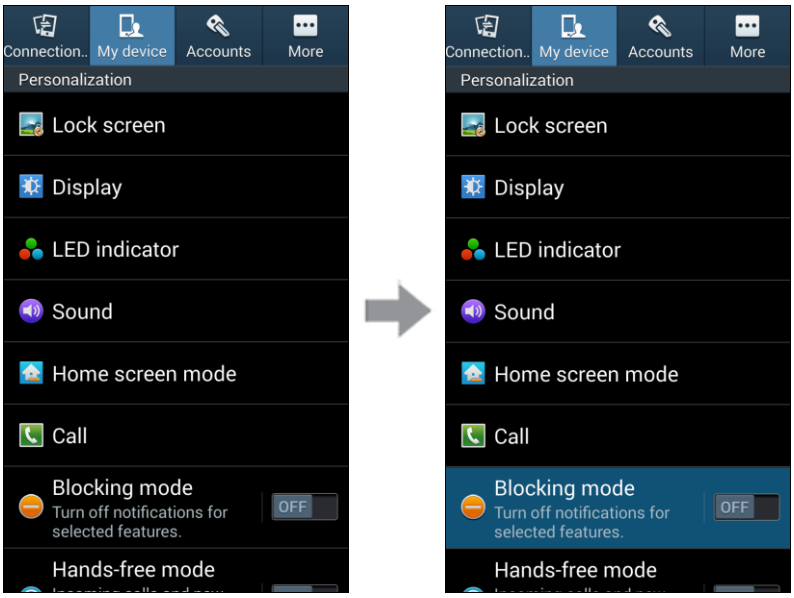
When Blocking mode is enabled, notifications for selected features are blocked, and you only receive the notifications you choose. You can choose to block notifications by feature or contact, and choose blocking all the time, or during a specific time period.

Blocking Mode Settings Overview

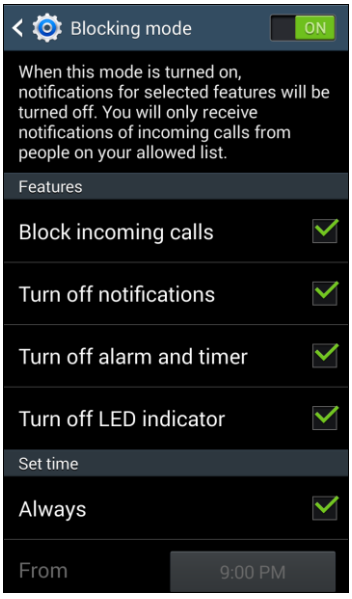
The following Blocking mode options may be configured:

Blocking Mode Setting	Description
Block incoming calls	Do not display notifications for incoming calls.
Turn off notifications	Do not display notifications for new messages.
Turn off alarm and timer	Do not display notifications for alarms and timers.
Turn off LED indicator	The LED indicator will not light for notifications, even when the screen is off.

1. From home, tap **Apps** > **Settings** > **My device** tab > **Blocking mode**.



2. Tap the **ON/OFF** switch to enable Blocking mode.



3. Set options.

   ❖ Your Hands-free mode settings are applied and saved.

Hands-Free Mode

Configure settings for using your phone without touching it, such as announcing incoming calls and reading out messages.

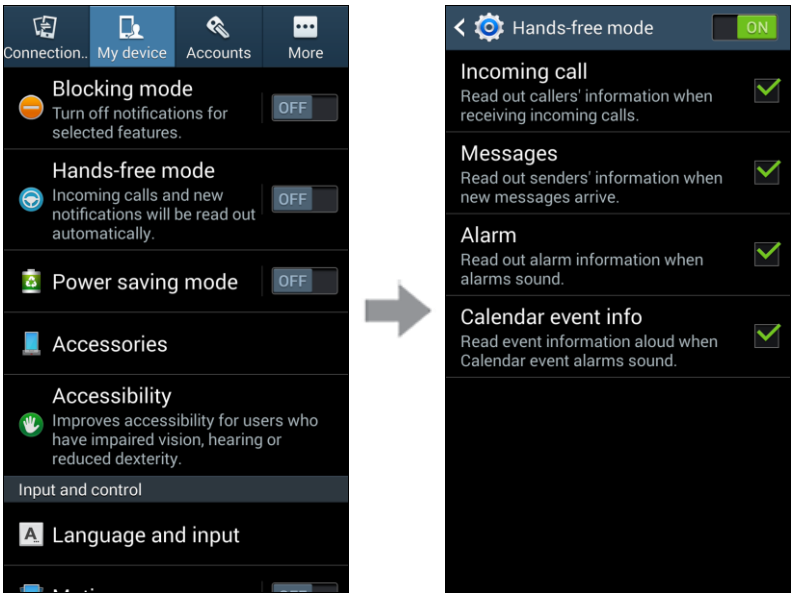
Hands-Free Mode Settings Overview

The following Hands-free mode options may be configured:

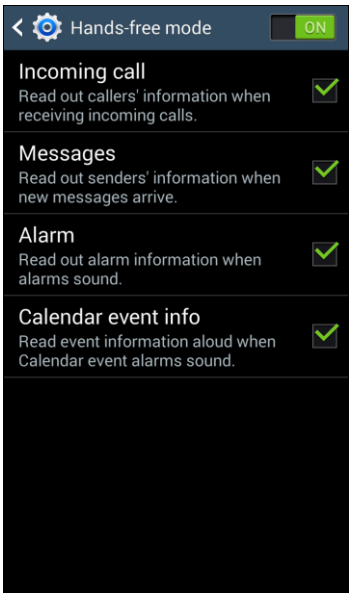
Hands-Free Mode Setting	Description
Incoming call	Read aloud the caller's information when you receive a call.
Message	Read aloud the sender's information when you receive a message.
Alarm	Read aloud alarm information when an alarm sounds.
Schedule	Read aloud event information when a reminder sounds.

Access Hands-Free Mode Settings

1. From home, tap **Apps** > **Settings** > **My device** tab > **Hands-free mode**.



2. Tap the **ON/OFF** switch to enable Hands-free mode.



3. Set options.

   ❖ Your Hands-free mode settings are applied and saved.

Power Saving Mode

Configure Power saving mode settings to conserve battery power.

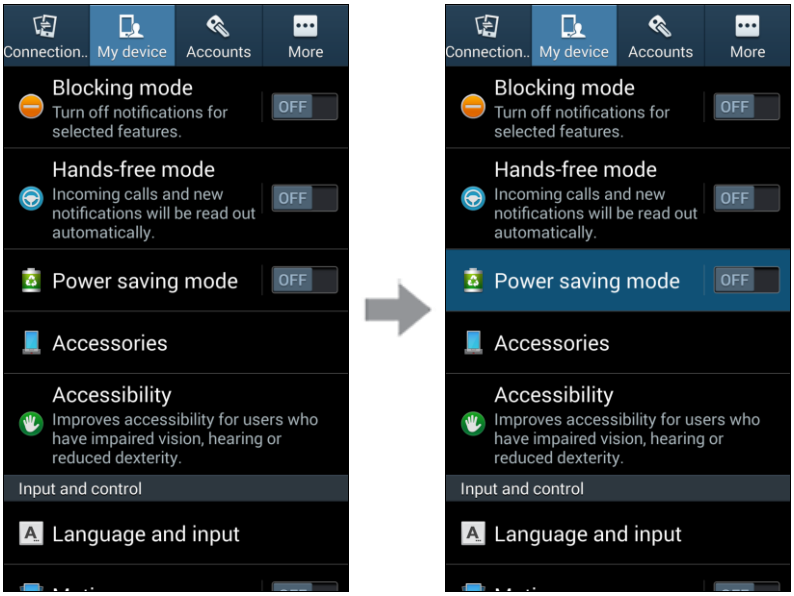
Power Saving Mode Settings Overview

The following Power Saving options may be configured:

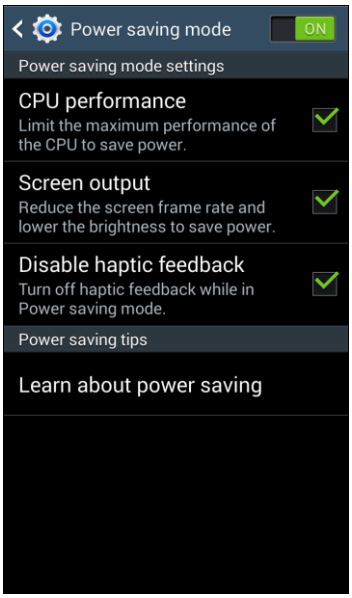
Power Saving Setting	Description
CPU performance	Limit the maximum performance of the CPU.
Screen output	Reduce the screen frame rate and lower the brightness.
Disable haptic feedback	Turn off haptic feedback.

Access Power Saving Mode Settings

1. From home, tap **Apps** > **Settings** > **My device** tab > **Hands-free mode**.



2. Tap the **ON/OFF** switch to enable Power saving mode.



3. Set options.

   ❖ Your Power saving mode settings are applied and saved.

Accessories

Configure your device's behavior when it is connected to an optional dock (not included).

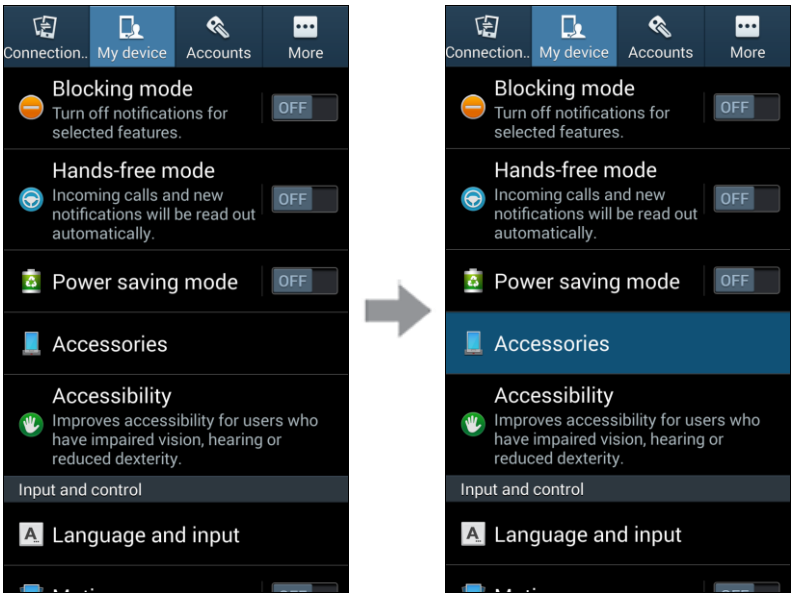
Accessories Mode Settings Overview

The following Accessories options may be configured:

Accessories Settings	Description
Dock sound	Play a sound when you insert and remove the device from the dock.
Audio output mode	Play audio through the dock speakers when the device is docked.
Desk home screen display	Display a special screen when the device is docked.
Audio output	Choose a destination for audio output when you connect to devices via an HDMI cable (not included).

Access Accessories Settings

1. From home, tap **Apps** > **Settings** > **My device** tab > **Accessories**.



2. Set options.

   ❖ Your Accessories settings are applied and saved.

Accessibility Settings

The Accessibility menu lets you enable and manage accessibility-related applications.

Accessibility Settings Overview

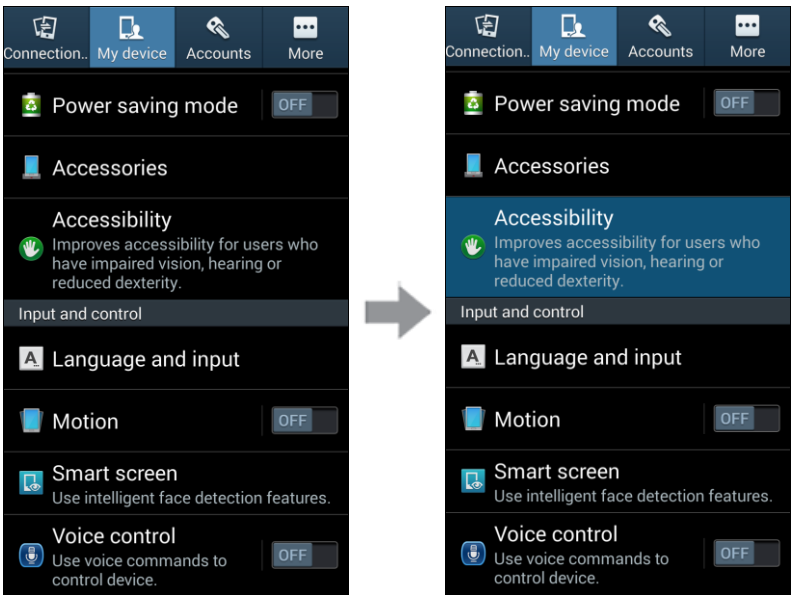
The following Accessibility options may be configured:

Accessibility Option	Description
Auto rotate screen	Enable automatic rotation of the screen when you rotate the phone.
Screen timeout	Set a period of time for the screen to remain lit, after which it will dim and lock.
Speak passwords	Set the phone to read aloud password information.
Answering/ending calls	Configure various ways to answer or end calls.
Show shortcut	Display a shortcut to Accessibility settings on the Device options menu. The Device options menu displays when you press and hold the Power/Lock Key.
TalkBack	Activate the TalkBack feature and configure options.
Font size	Change the size of the fonts used on the screen.
Magnification gestures	Control whether your phone recognizes gestures to pan, and zoom in or out.
Negative colors	Reverse the display of onscreen colors from White text on a Black background to Black text on a White background.
Notification reminder	Beep at set intervals to remind you of any unread notifications.
Accessibility shortcut	Control whether your device recognizes a gesture to quickly enable accessibility features. To use the gesture, press and hold the Power/Lock Key until you hear a sound or feel a vibration, and then touch and hold two fingers on the screen until you hear an audio confirmation.
Text-to-speech options	Configure options for converting text to speech.

Accessibility Option	Description
Sound Balance	Control the signal sent to the left and right when using earphones.
Mono audio	Enable stereo audio to be compressed into a single mono audio stream for use with a single earphone.
Turn off all sounds	Mute every sound made by the phone.
Flash notification	Set your phone blink the Camera flash for notifications.
Google subtitles (CC)	Display subtitles (when available).
Samsung subtitles (CC)	Display subtitles (when available).
Press and hold delay	Choose how long your phone waits when you hold your finger on the screen, before continuing with the tap and hold action.

Access Accessibility Options

1. From home, tap **Apps** > **Settings** > **My device** tab > **Accessibility**.



2. Set accessibility settings.

   ❖ Your accessibility settings are applied and saved.

Language and Input Settings

Your phone's language and input settings let you select a language for the phone's menus and keyboards, select and configure keyboard settings, configure speech input settings, and set your phone's mouse/trackpad options.

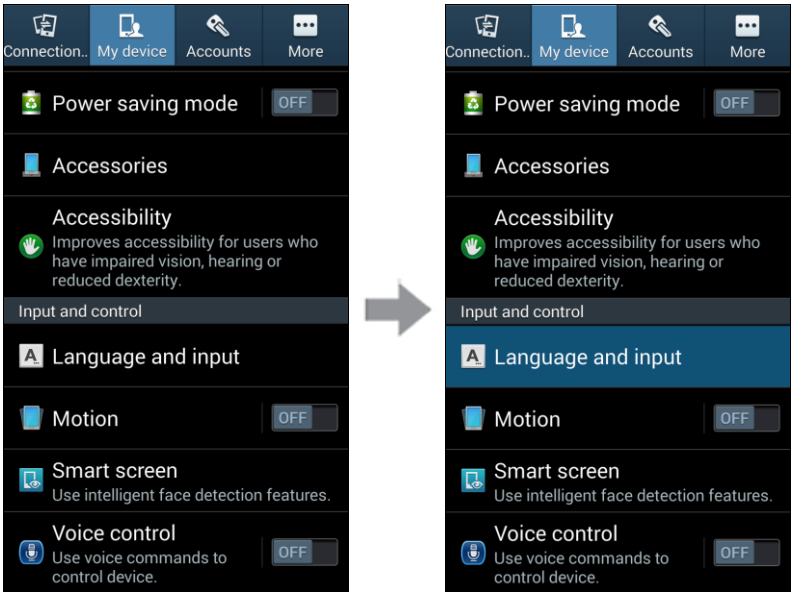
Language and Input Settings Overview

You can set the following options in the Language and input settings menu:

Language and Input Setting	Description
Language	Set the language for your display and menus.
Default	Set the default method for entering text.
Samsung keyboard	Set Samsung keyboard options.
Swype keyboard	Set Swype keyboard options.
Google voice typing	Set options for Google Voice text entry.
Voice search	Set your voice search options.
Text-to-speech options	Set text-to-speech options.
Pointer speed	Set the speed of the pointer for a mouse/trackpad.

Access Language and Input Setting Options

1. From home, tap **Apps** > **Settings** > **My device** tab > **Language and input**.



❖ The Language and input settings menu opens.

2. Set options.

   ❖ The language and input settings are applied and saved.

Select the Default Language for Your Phone

1. From home, tap **Apps** > **Settings** > **My device** tab > **Language and input**.
2. Tap an available language.

Language and Input Options

Some of the language and input options are detailed below.

- From home, tap **Apps** > **Settings** > **My device** tab > **Language and input**.
  - **Set the Display Language**: From the Language and input settings menu, tap **Language** and then tap a language to assign it.
  - **Set Input Method**: From the Language and input setting menu, tap **Default** and then tap an input method.
  - **Enable Voice Input**: From the Language and input settings menu, tap **Google voice typing** to toggle the option on or off.
  - **Set Samsung Keyboard Options**: From the Language and input settings menu, tap **Settings** next to **Samsung keyboard** and configure your keyboard options.
  - **Set Swype Options**: From the Language and input settings menu, tap **Settings** next to **Swype** and configure your Swype options.
  - **Set Voice Output When Using Voice Search**: From the Language and input settings menu, tap **Voice search**, tap a settings option, and follow the onscreen instructions.
  - **Set Text-to-Speech Options**: From the Language and input settings menu, tap **Text –to-speech output**, tap a settings option, and follow the onscreen instructions.
  - **Set Speed of Pointer for Mouse/Trackpad**: From the Language and input settings menu, tap **Pointer speed**, drag the bar to adjust the speed, and tap **OK**.

Motion

Configure Motion settings to control your device by moving it, or by hand gestures.

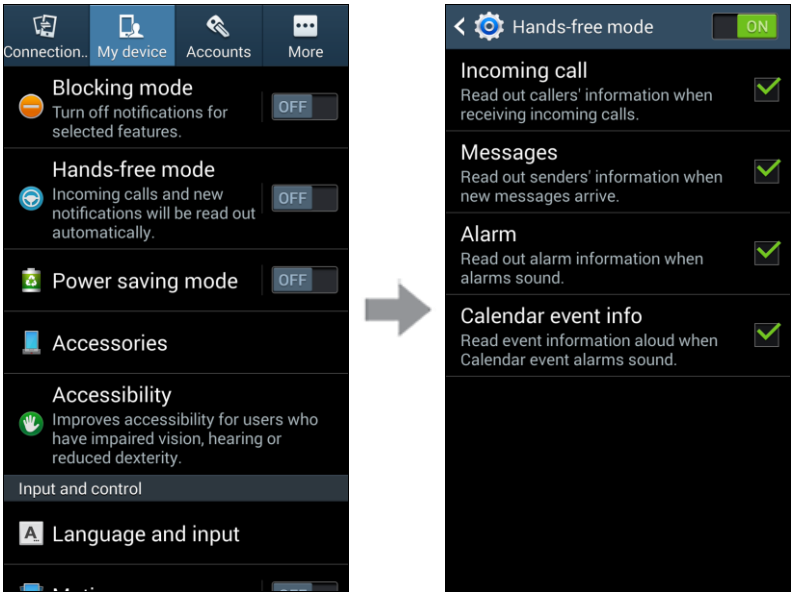
Motion Settings Overview

The following Motion options may be configured:

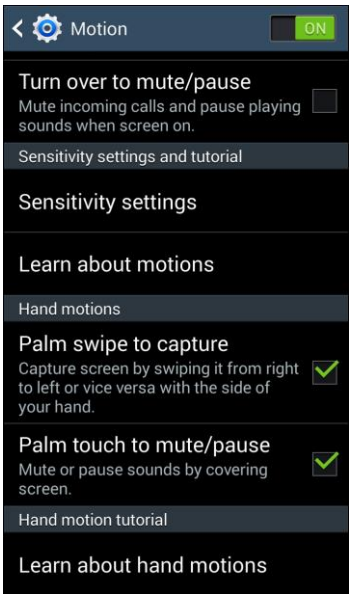
Motion Setting	Description
Direct call	Lift the device to your ear while viewing a contact to call the contact.
Smart alert	Lift the phone to receive notifications of missed calls and notifications that occurred while the device was stationary.
Double tap to top	Tap the top of the phone twice to move to the top of a list.
Tilt to zoom	Tilt the phone to zoom in or out when viewing pictures in Gallery or viewing a web page.
Pan to move icon	Touch and hold an icon on the Home screen, and then move the phone in a side-to-side to move the icon to a new page.
Pan to browse images	Move the phone in a side-to-side motion while viewing an image to move around the image.
Shake to update	Shake the phone to scan for new devices, such as for a Bluetooth scan.
Turn over to mute/pause	Mute incoming calls and pause playback by turning the phone screen-side down.
Sensitivity settings	Configure settings, such as calibrating the device's gyroscope, used to detect motion, and other motion options (when the options are enabled).
Learn about motions	Tap to view demonstrations of each motion.
Palm swipe to capture	Save a copy of the current screen by swiping the side of your hand across the screen.
Palm touch to mute/pause	Mute incoming calls and pause playback by covering the screen with your hand.
Learn about hand motions	Tap to see demonstrations of hand motions.

Access Motion Settings

1. From home, tap **Apps** > **Settings** > **My device** tab > **Motion**.



2. Tap the **ON/OFF** switch to enable Motions.



3. Set options.

   ❖ Your Motion settings are applied and saved.

Smart Screen

Use Smart screen options to have your phone automatically adjust screen timeout, rotation when it detects you are looking at the screen, and control scrolling and playback based whether you are facing the screen.

Smart screen options use the front camera to detect when you are facing the screen. Some factors that may affect the ability of the front camera to detect your face are:

- When the phone is not docked or held upright, for example when placed on a table.
- When the front camera cannot detect your face and eyes.
- When the front camera is being used for the current application.
- When the source of light is behind you, or when using the phone in the dark.

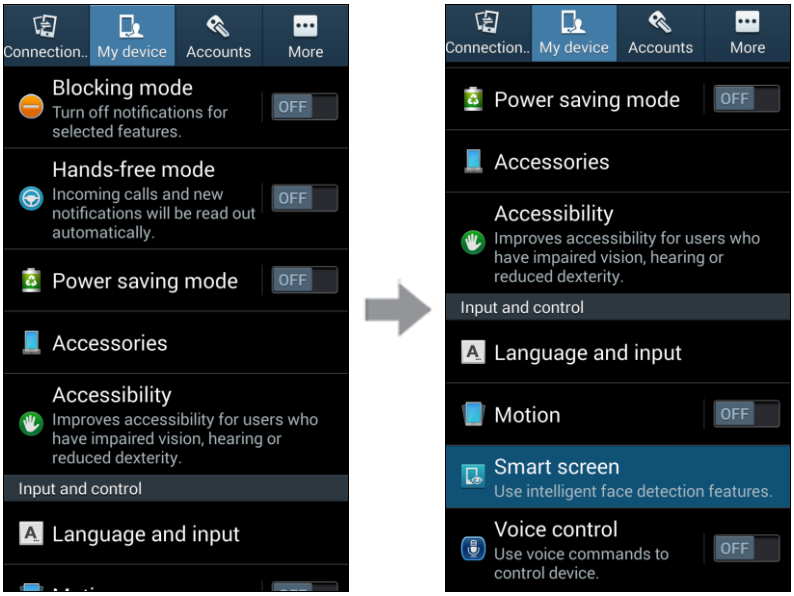
Smart Screen Settings Overview

The following Smart screen options may be configured:

Smart Screen Setting	Description
Smart stay	The screen will not time out as long as you are looking at it.
Smart rotation	The screen automatically updates to match the angle at which you are viewing.

Access Smart Screen Settings

1. From home, tap **Apps** > **Settings** > **My device** tab > **Smart screen**.



2. Set options.

   ❖ Your Smart screen settings are applied and saved.

Voice Control

Use voice commands to control your phone.

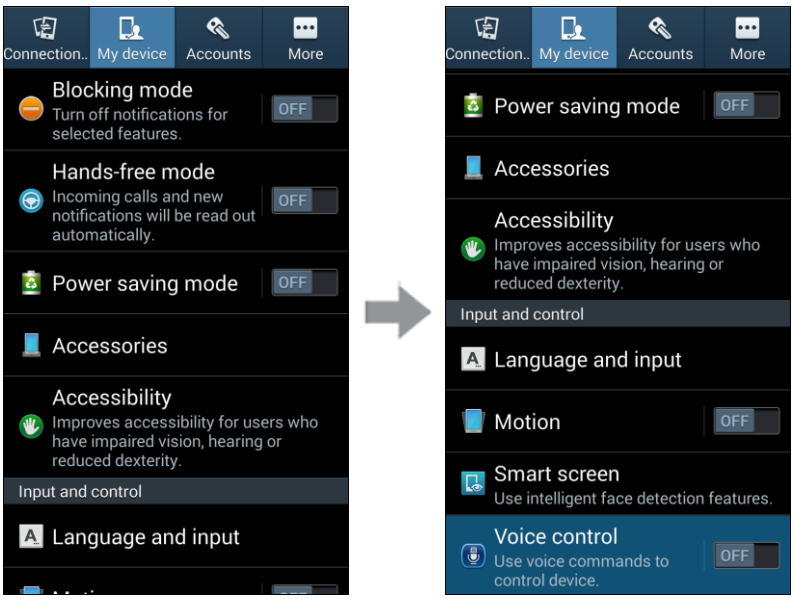
Voice Control Settings Overview

The following Voice Control options may be configured:

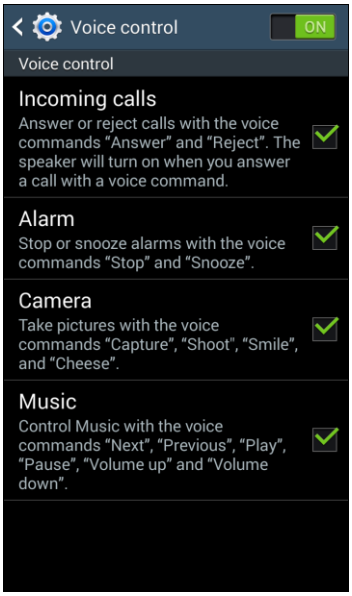
Voice Control Setting	Description
Incoming calls	Answer or reject calls with the voice commands “Answer” and “Reject”. When you answer a call with the voice command, the Speaker will automatically be turned on for hands-free talking.
Alarm	Stop or snooze alarms with the voice commands “Stop” and “Snooze”.
Camera	Take pictures with the voice commands “Smile”, “Cheese”, “Capture” and “Shoot”.
Music	Control the music player with the voice commands “Next”, “Previous”, “Pause”, “Play”, “Volume Up”, and “Volume Down”.

Access Voice control Settings

1. From home, tap **Apps** > **Settings** > **My device** tab > **Voice control**.



2. Tap the **ON/OFF** switch to turn Voice control on.



3. Set options.

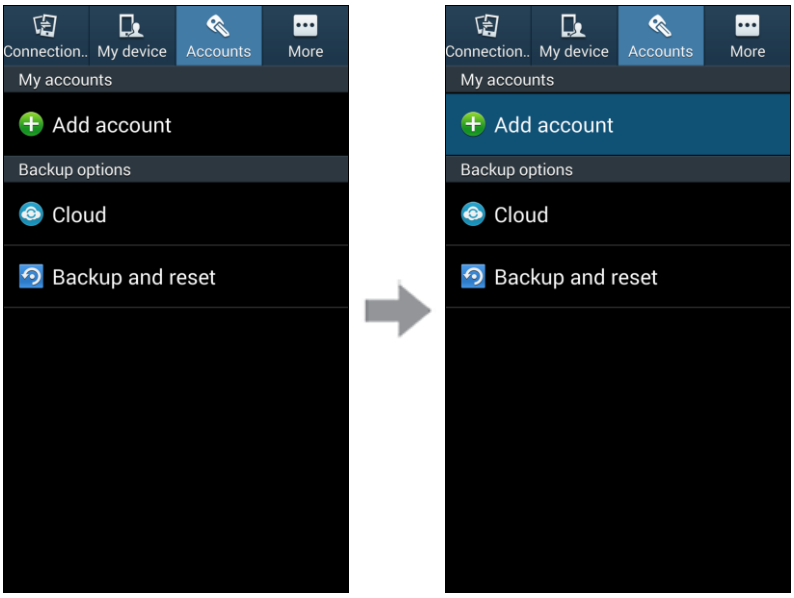
   ❖ Your Voice control settings are applied and saved.

Add Accounts

The Accounts settings menu lets you add and manage all your email, social networking, and picture and video sharing accounts.

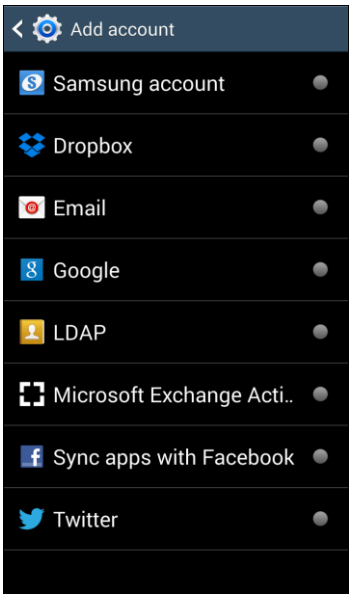
Set Up a New Account

1. From home, tap **Apps** > **Settings** > **Accounts** tab > **Add account**.



   ❖ An Add account window appears.

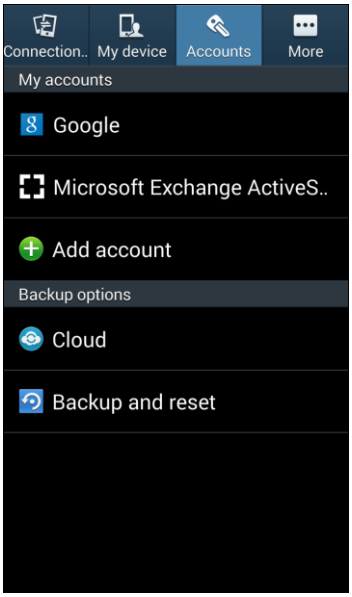
2. Tap an account type and then follow the onscreen instructions to add the required account information, and then tap **Done**.



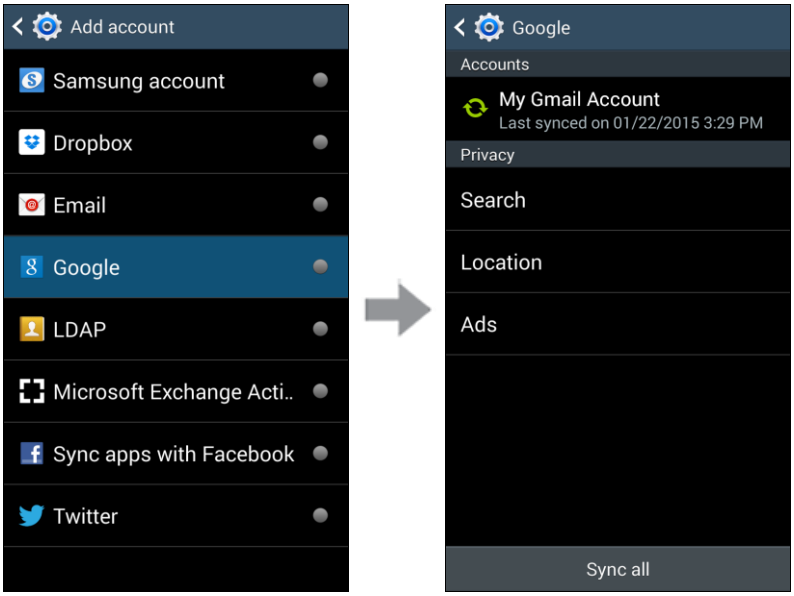
❖ The account is added to the accounts list.

Manage Existing Accounts

1. From home, tap **Apps** > **Settings** > **Accounts** tab.



2. Tap an account type (such as Google).



❖ The account settings menu appears.

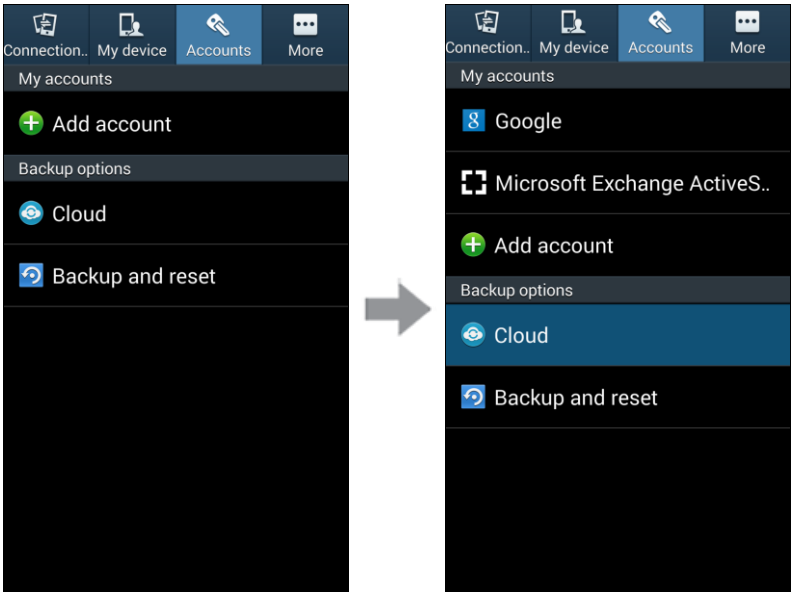
3. Tap your account to access your account settings.

❖ The account options are updated.

Cloud

Configure options for synchronizing and backing up information with your Samsung account or Dropbox account.

1. From home, tap **Apps** > **Settings** > **Accounts** tab.



❖ The Cloud menu opens.

2. Tap one of the follow options:
    - **Add account**: Sign in to your Samsung account, or create a new Samsung account. You can sync contacts, calendar events, memos, and Internet shortcuts. You can back up Logs, SMS and MMS messages, and current wallpaper settings.
    - **Link Dropbox account**: Sign in to your Dropbox account, or set up a new account, to sync pictures, videos and documents.

Backup and Reset

Your phone's **Backup and reset** menu lets you back up your phone's data and settings to Google servers before resetting your phone to the original factory settings. The Factory data reset erases all data from the phone's application storage, including:

- Your Google Account
- All other email and social networking accounts
- System and application data and settings
- Downloaded applications

Backup and Reset Overview

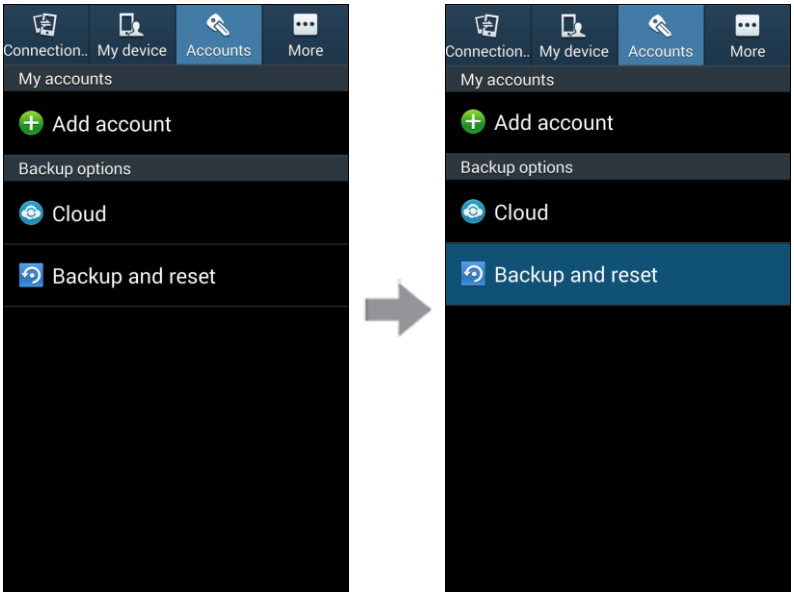
The following options are available in the Back up and reset menu:

Backup and Reset Option	Description
Back up my data	Enable backup for application data, Wi-Fi passwords, and other settings to Google servers.
Backup account	Select the account used to back up data.
Automatic restore	When reinstalling an application, backed up settings and data will be restored.
Factory data reset	Reset all settings and delete all data on phone.

- Performing a factory data reset erases all data on the phone. It is recommended that you back up important data before performing a factory data reset.
- Erased information cannot be restored. Only erase data after you are sure you have saved everything you need.

Access Backup and Reset Options

1. From home, tap **Apps** > **Settings** > **Accounts** tab > **Backup and reset**.



   - ❖ The Backup and reset menu opens.

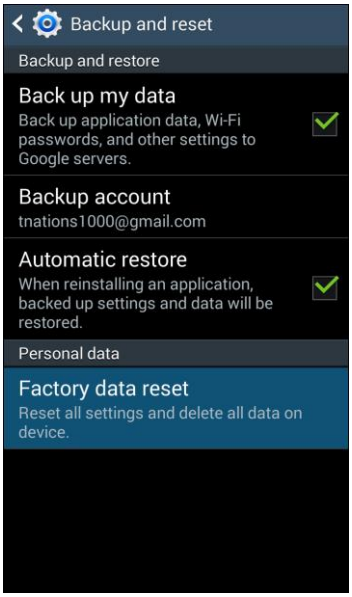
2. Set options.

   - ❖ The backup and reset settings are applied and saved.

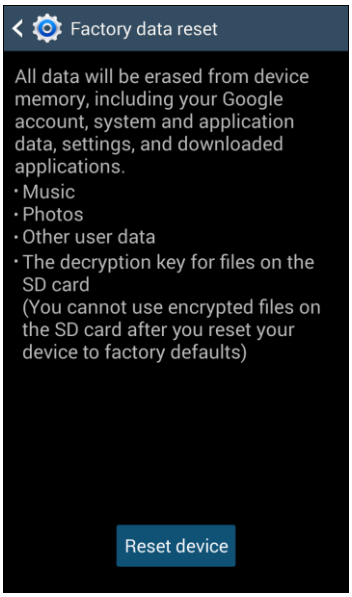
Factory Data Reset

Tip: Before performing a factory data reset on your phone, you may want to unmount the microSD card to avoid losing any data you may have stored on it. From home, tap **Menu** > **Settings** > **More** tab > **Storage** > **Unmount SD card** to unmount the storage card.

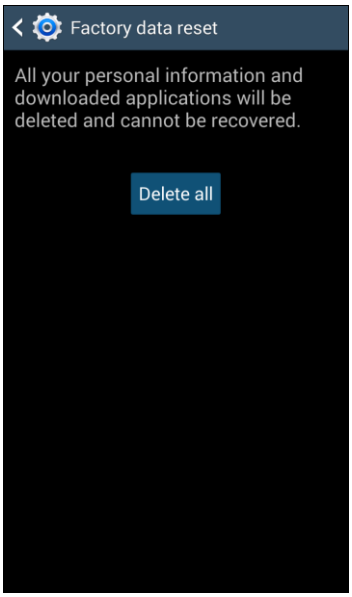
1. From the Backup and reset menu, tap **Factory data reset**.



2. Read the factory data reset information page and tap **Reset device**.



3. Tap **Delete all**.



- ❖ Your phone will power down and reset itself, which may take up to 10 minutes.
- ▪ Once the phone has reset, it will run through the Hands Free Activation and update processes again. When finished, you will see the Welcome screen and Setup application. See Complete the Setup Screens to start over.

Location Settings

Your Location services settings menu lets you select how your phone determines its location (using the wireless networks, GPS satellites, both, or neither).

Location Settings Overview

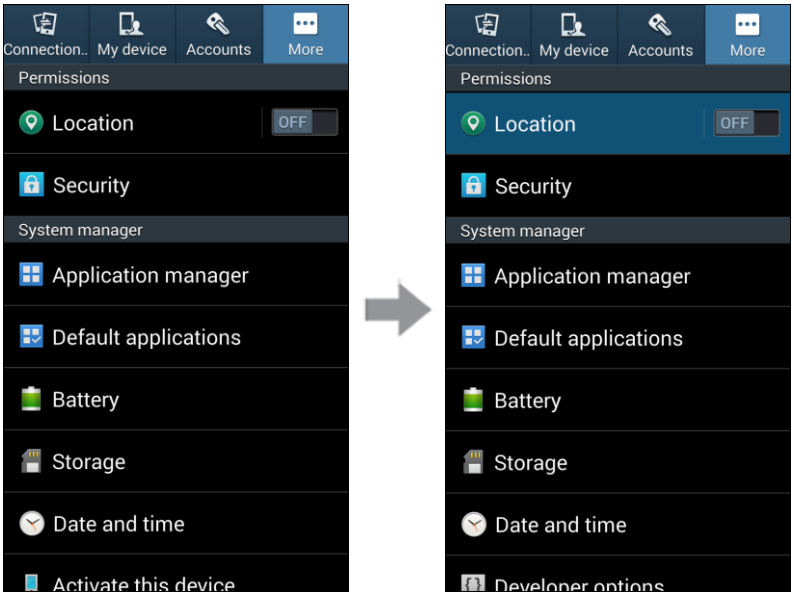
Your Location settings menu allows you to configure the following options.

Location Setting	Description
Mode	Select a locating method: High accuracy, Power saving, or GPS only.
Recent location requests	View app requests for location information.
Location services	Configure Google location services settings.
Location sources	Save your favorite locations for use with applications that require location information.

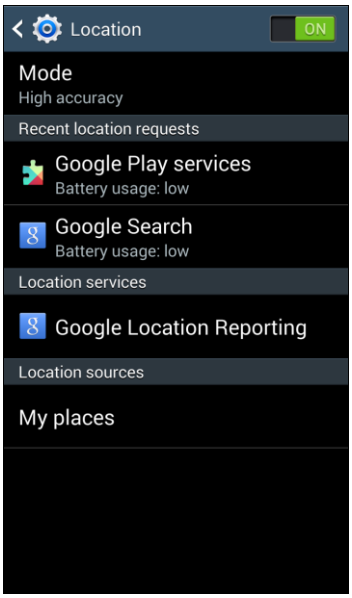
Enable Location Services

Before using any features that require location assistance, you must enable your phone's location services.

1. From home, tap **Apps** > **Settings** > **More** tab > **Location**.



2. Tap the **ON/OFF** switch to enable Location services.



❖ Your phone's location services are enabled.

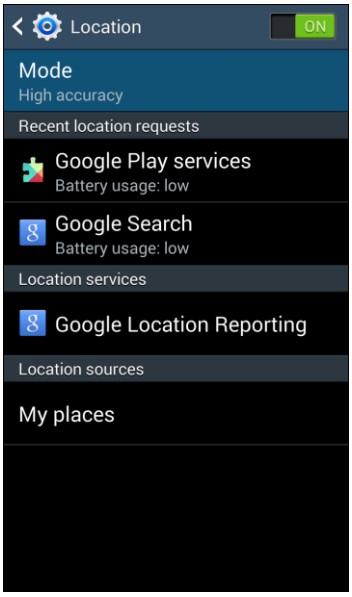
▪ If you see a confirmation, follow the onscreen instructions to connect.

Change Locating Method

You can change the methods used for determining your location.

Note: Location must be turned on to change locating method.

1. From the Location menu, tap **Mode**.



2. Select a locating method. Each mode has a description of which method or methods are used to estimate your location.

   ❖ Your phone's locating method is set.

Security Settings

The Security settings menus let you set encryption options, password visibility, administrator settings, and credential storage options.

Security Settings Overview

Many security settings are dependent on Screen lock settings, SIM lock settings, etc. The following table outlines the settings available through the Security settings menu:

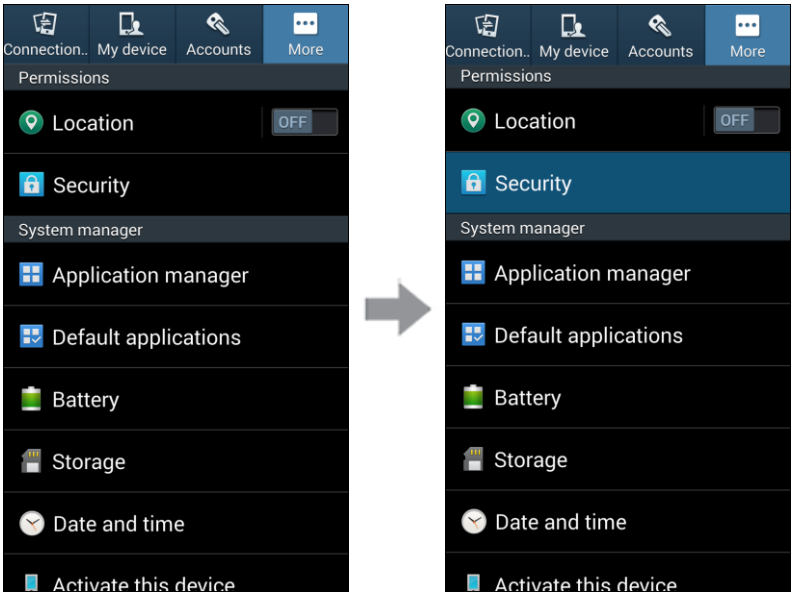
Security Setting	Description
Encrypt device	Encrypt all data on your phone.
Encrypt external SD card	Encrypt the data on an optional installed SD card.
Make passwords visible	Toggle to show or hide passwords when entering form data.

Security Setting	Description
Device administrators	View or turn off device administrators.
Unknown sources	Allow or deny installation of apps from sources other than the Google Play Store app.
Verify apps	Block or warn before installing apps that may cause harm to your phone.
Security policy updates	Increase protection on your phone by updating the security policy.
Send security reports	Send security reports to Samsung via Wi-Fi for threat analysis.
Storage type	Back your security credentials to hardware.
Trusted credentials	Display trusted CA certificates.
Install from phone storage	Install certificates from storage.
Clear credentials	Remove all credentials from the phone.

Access Security Settings

Before using any features that require location assistance, you must enable your location services.

1. From home, tap **Apps** > **Settings** > **More** tab > **Security**.



❖ The Security settings menu opens.

2. Set your security options.
    - ❖ Your security settings are applied and saved.

Application Manager

Check installed applications and running applications.

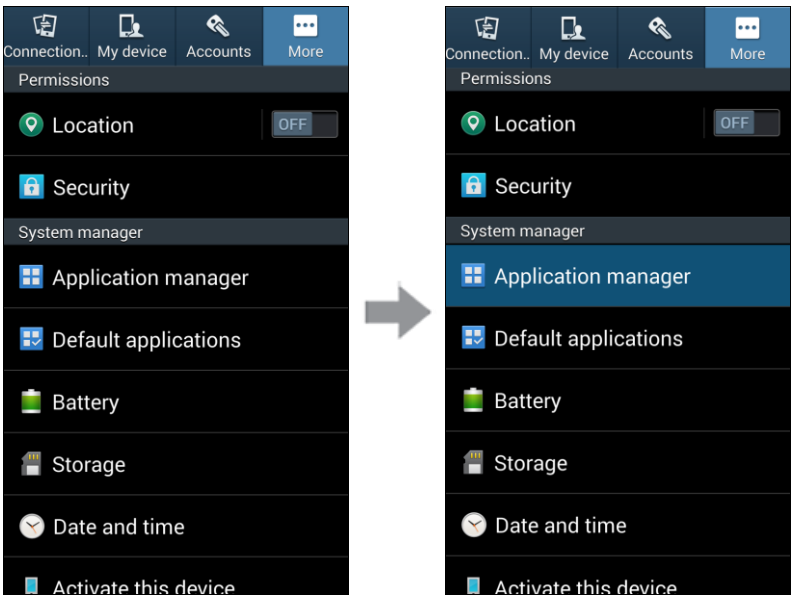
Apps Settings Overview

Items that can be checked in the Apps settings menu are the following.

Apps Setting	Description
Downloaded	Check downloaded apps.
SD Card	Check apps on your optional installed SD card.
Running	Check running apps.
All	Check all apps.

Access Apps Settings

1. From home, tap **Apps** > **Settings** > **More** tab > **Application manager**.



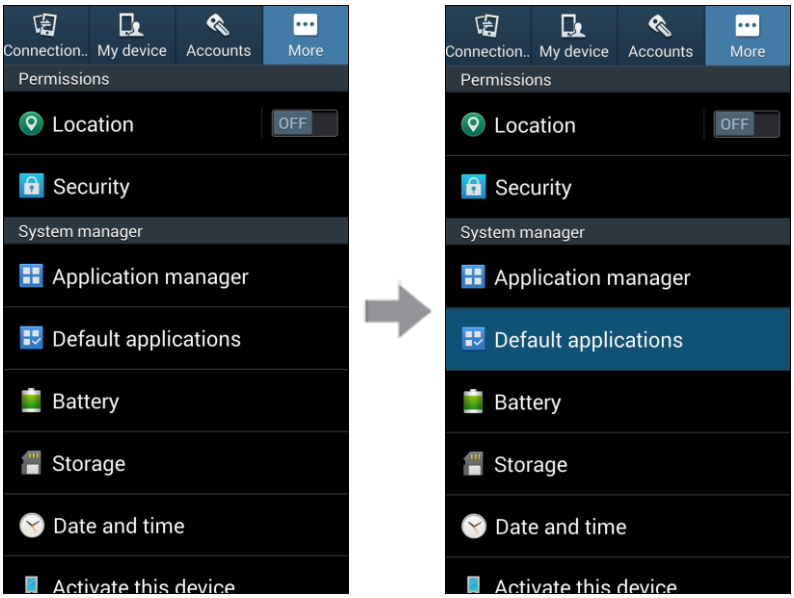
2. Tap items to view details.
    - ❖ Check your application settings condition and access additional options.

Note: Depending on the app and its location, you may be able to force the app closed, uninstall or disable the app, clear cache and data, and more.

Default Applications

Set your default messaging application.

1. From home, tap **Apps** > **Settings** > **More** tab > **Default applications**.

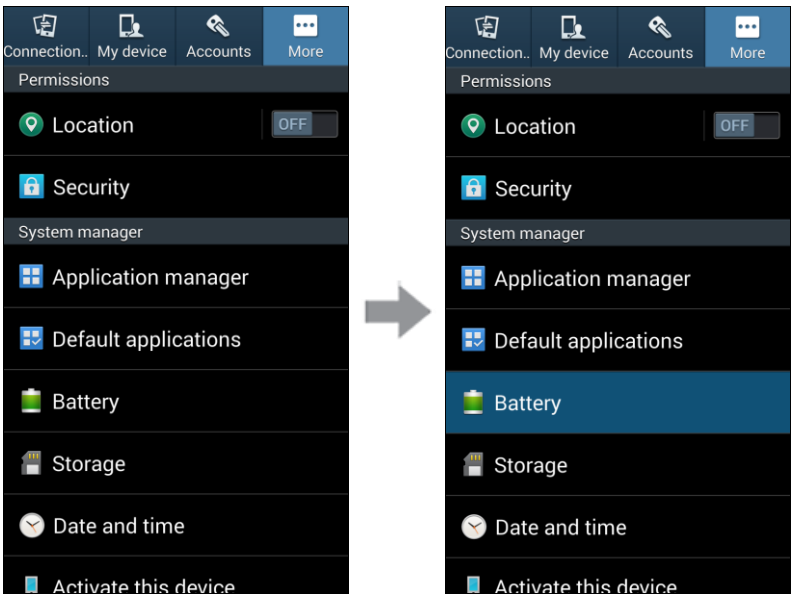


2. Tap Messages to select your default messaging application.
   - ❖ Your default messaging application is set.

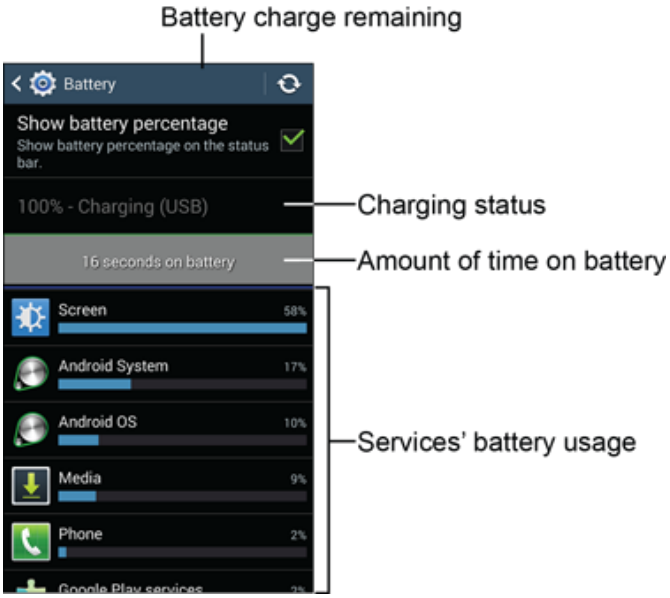
Battery Settings

Monitor your phone's battery usage through this settings menu. View which functions are consuming your battery's charge and at what percentage. You can also display the battery charge remaining as a percentage on the Status Bar.

1. From home, tap **Apps** > **Settings** > **More** tab > **Battery**.



2. Tap **Show battery percentage** to display the percentage of battery charge remaining on the Status Bar.



3. Tap items to view details.

   ❖ Check your battery condition and access additional options.

Storage Settings

The Storage settings menu lets you manage internal storage on your phone and provides options for your microSD card.

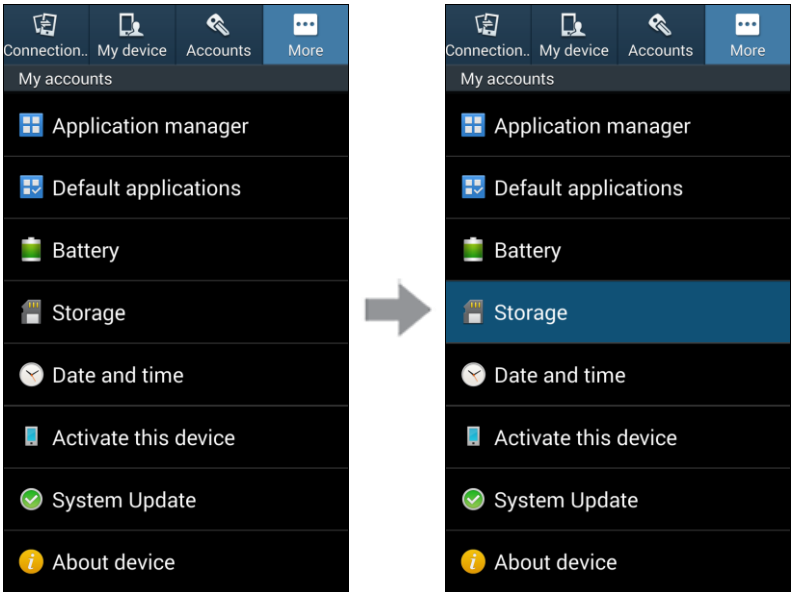
Storage Settings Overview

The Storage settings menu allows you to configure the following options:

Storage Device	Description
DEVICE MEMORY	● **Total space**: View the total space/free space in your phone memory. ● **System memory**: The minimum amount of storage space required to run the system. ● **Used space**: The amount of storage space currently being used. ● **Cached data**: The amount of data currently cached. ● **Miscellaneous**: The amount of memory used to store miscellaneous files. ● **Available space**: The amount of storage space currently available.
SD CARD	● **Mount SD card**: If an optional SD card is installed but not mounted, tap to mount the card and make it available for use. ● **Total space**: If an optional SD card is installed, view the total space on it. ● **Available space**: If an optional SD card is installed, view the available storage space on it. ● **Unmount SD card**: If an optional SD card is installed, tap to unmount the card to allow for safe removal. ● **Format SD card**: If an optional SD card is installed, tap to erase all data stored on the card and prepare it for use by your phone.

Access Storage Settings

1. From home, tap **Apps** > **Settings** > **More** tab > **Storage**.



2. View memory usage for the different types of information stored in your phone's memory. Tap an item for more information.

microSD Card

A microSD memory card is an optional accessory (not included) that allows you to store images, videos, music, documents, and other data on your phone.

Important: You can damage a microSD card by improper installation. Please be careful when inserting, removing, or handling it.

Install a microSD Card

Follow the instructions below to install an optional memory card (not included).

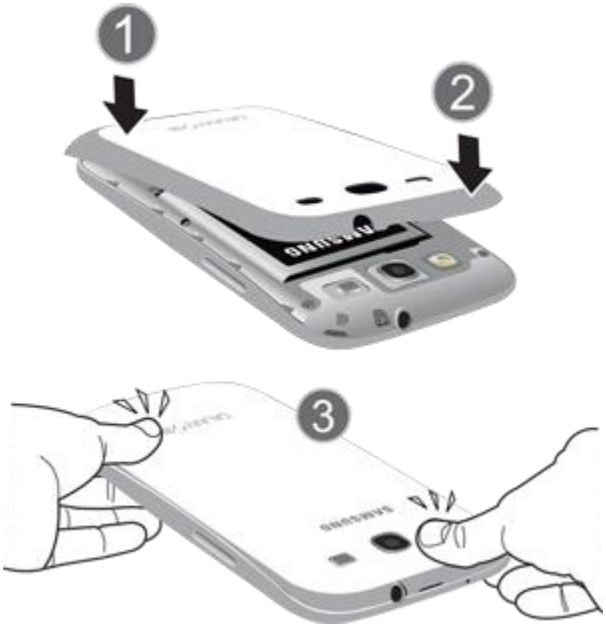
1. Remove the battery cover.

   - Lift gently in the direction shown.

2. Insert SD card.

   - Insert SD Card all the way gently without bending and with terminals facing down.
   - Insert only SD Cards.

3. Attach the battery cover.



- Make sure all the tabs are secure and there are no gaps around the cover.

Remove a microSD Card

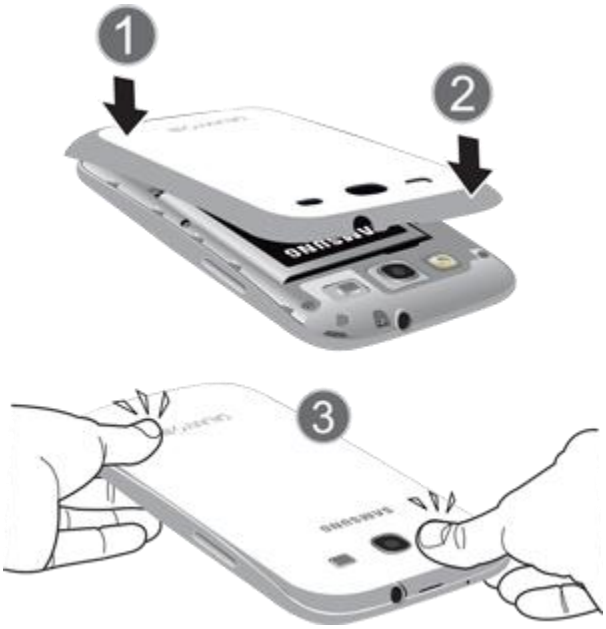
Use the following procedure to remove an optional microSD card from your phone.

Important: Before removing an optional installed microSD card, you must unmount the card first to prevent corrupting the data stored on it or damaging the card. For more information, see Unmount a microSD Card.

1. Using the slot provided, gently lift the cover off the phone.

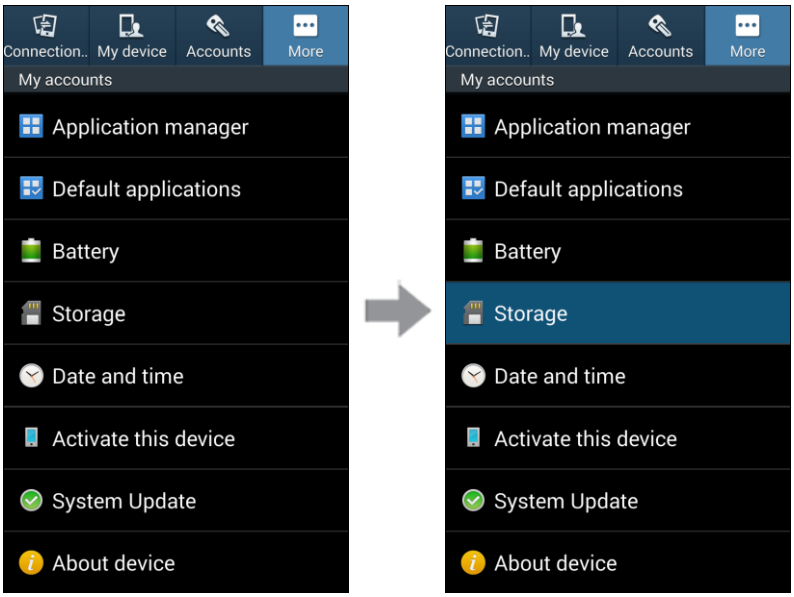
2. Carefully slide the card out of the slot.

3. Replace the battery compartment cover, making sure all the tabs are secure and there are no gaps around the cover.

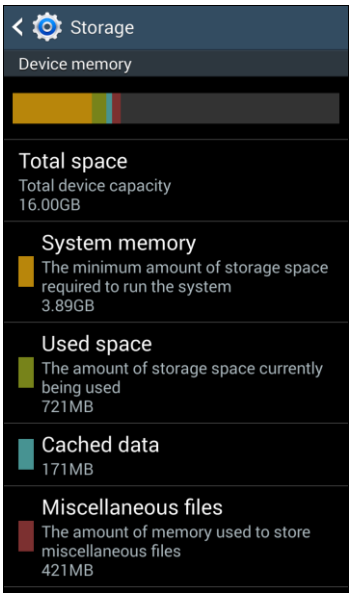


Access Storage Settings

1. From home, tap **Apps** > **Settings** > **More** tab > **Storage**.



2. The Total space and available space on the microSD card are displayed.



Format a microSD Card

Warning: Formatting erases all the data on an installed microSD card, after which the files CANNOT be retrieved. To prevent the loss of important data, please check the contents before you format the card.

1. From the Storage screen, tap **Format SD card**.
2. Follow the prompts.

Unmount a microSD Card

When you need to remove an optional installed microSD card, you must unmount the card first to prevent corrupting the data stored on it or damaging the card.

1. From home, tap **Apps** > **Settings** > **More** tab > **Storage**.
2. Tap **Unmount SD card**.
3. Remove the microSD card. See Remove a microSD Card.
   - ❖ Review your storage settings.

Date and Time Settings

Use the Date and Time settings menu either to automatically use the network-provided date and time or manually set these values, as well as select time and date format options.

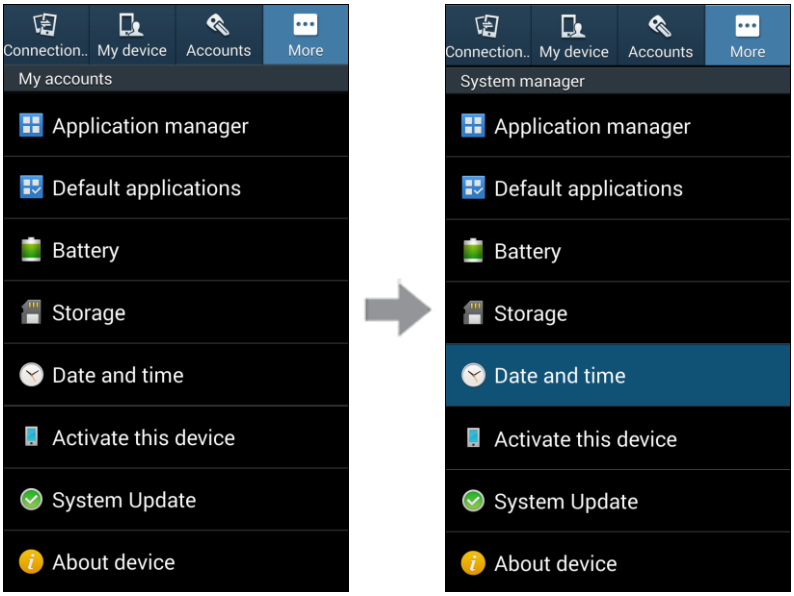
Date and Time Overview

The following Date and time options may be configured:

Date and Time Option	Description
Automatic date and time	Set the date and time automatically via the connected wireless network.
Set date	Set the date manually (only available when Automatic date and time option is disabled).
Set time	Set the time manually (only available when Automatic date and time option is disabled).
Automatic time zone	Set the time zone automatically via the connected wireless network.
Select time zone	Set the time zone manually (only when Automatic time zone is disabled).
Use 24-hour format	Enable or disable 24-hour format.
Select date format	Set the date display format.

Access Date and Time Options

1. From home, tap **Apps** > **Settings** > **More** tab > **Date and time**.



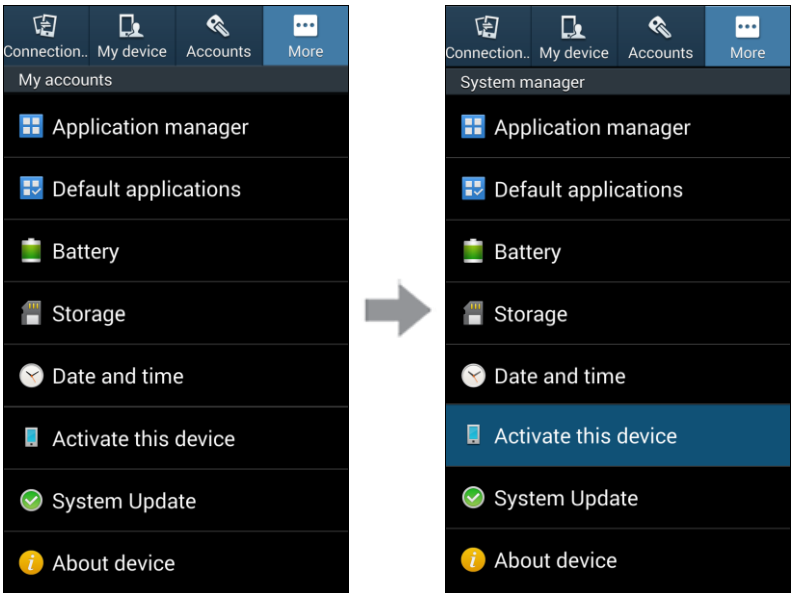
2. Set available date and time options.

   ❖ Your date and time settings are applied and saved.

Active This Device

Connect to the network and activate your device. If your device is already activated, use this option to view information about your plan and usage.

1. From home, tap **Apps** > **Settings** > **More** tab > **Activate this device**.



2. Follow the instructions to active your device.

   – or –

   View information about your plan and usage

   ❖ Your device is activated.

System Update

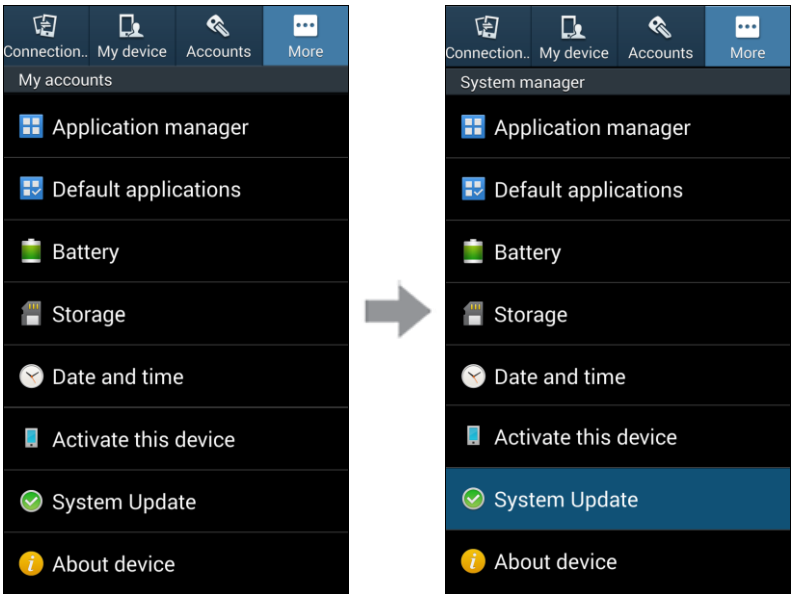
Use System update options to update your phone's internal software.

System Update Overview

The following System Update options may be configured:

System Update Setting	Description
Update PRL	Download and the latest Preferred Roaming List (PRL), used by your phone to access the network.
Update Profile	Update the user profile related to your wireless service account. If you choose to change your user name online, use this option to update the user name on your phone.
Update Samsung Software	Upgrade to the latest software available for your device.
Update Firmware	Update your phone's firmware. Follow the prompts to download and install the update.

1. From home, tap **Apps** > **Settings** > **More** tab > **System Update**.



2. Follow the instructions to update your phone's software.

   ❖ Your system is updated.

About Device

The About Device menu lets you access important phone information, search for and apply updates, and view legal and safety information.

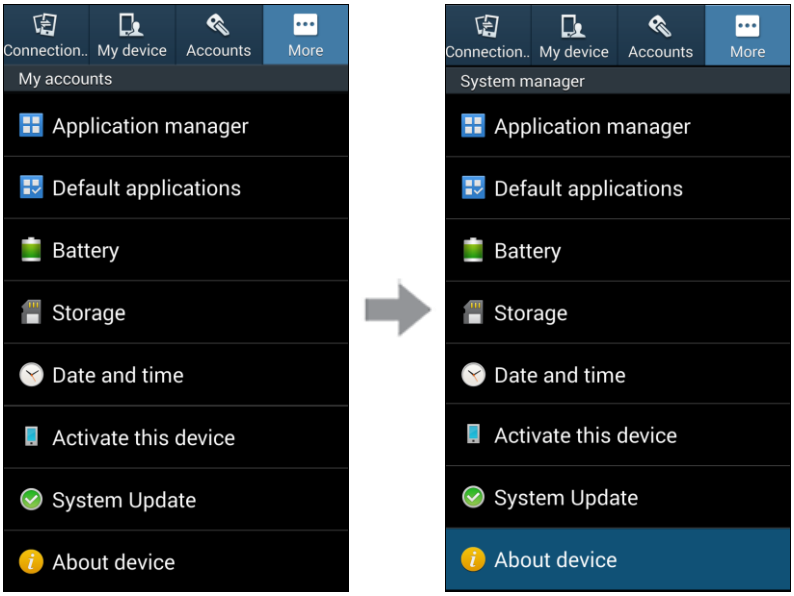
About Device Overview

The following About Phone items may be reviewed or set:

About Device Item	Description
Software version	Check your current software version.
Hardware version	Check your current hardware version.
Status	Check your phone's status.
Legal information	Check copyright information, terms of use, etc.
Device name	Change the name of your device (other devices see this name when using Hotspot or Bluetooth).
Model number	Check the phone's model number.
Android version	Check the Android version number.
Baseband version	Check the phone's baseband version.
Kernel version	Check the phone's kernel version.
Build number	Check the current phone build number.
SE for Android status	Check the phone's Security Enhanced for Android status.

Access About Phone Options

1. From home, tap **Apps** > **Settings** > **More** tab > **About**.



2. Select or view available options.

   ❖ Your phone information is displayed.

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Screen images simulated.

Appearance of device may vary.

The actual available capacity of the internal memory is less than the specified capacity because the operating system and default applications occupy part of the memory. The available capacity may change when you upgrade the device.

For Assistance

The following topics address areas of support for your phone, including troubleshooting, specifications, account information, warranty information, and customer service contact information.

Troubleshooting

Check the questions and answers below for troubleshooting solutions for common phone issues.

Check Here First

Problem: Phone freezes/operation is unstable.

> **Solution**: Turn the phone on again. If you are unable to turn the phone off, remove and replace the Battery, and then turn the phone on again. Data that was being edited is erased after your phone is powered on again.

Problem: Operation is unstable after a new application was installed.

> **Solution**: The newly installed application may be the cause. Uninstall the application. See Uninstall an App.

Problem: Cannot use phone, mail, or Internet.

> **Solution 1**: Check whether you are in an area where signal is weak or out of service area.
>
> **Solution 2**: Power the phone on again.
>
> **Solution 3**: Is the phone in Airplane mode? To check whether Airplane mode is enabled:
>
> - From home, tap **Apps** > **Settings** > **Airplane mode**.
>
> **Solution 4**: Is mobile data disabled? To check that mobile data is enabled:
>
> - From home, tap **Apps** > **Settings** > **More networks** > **Mobile networks** > **Mobile data**.

Problem: Battery level goes down quickly.

> **Solution**: Are you in an area where signal is weak, or have you been in an area with no coverage for a long period? Calling where signal is weak or being out of service area uses a lot of Battery.

Problem: Cannot install applications.

> **Solution**: Applications cannot be installed with only a little free space on the phone or SD card. To check free space, see Storage Settings. Applications not supported by your phone cannot be installed.

Problem: Cannot unlock screen.

> **Solution**: Power the phone on again. If you are unable to turn the phone off, remove and replace the Battery, and then power the phone on again. Apps or other processes that were running may lose data when the battery is removed.

Virgin Mobile Account Information and Help

Access and manage your account from the Virgin Mobile app. Tap **Virgin Mobile** on your phone's home screen at any time to:

- Top-Up your account.
- Change your plan.
- Manage your devices.
- Browse special offers.
- View account history.

For more information about your Virgin Mobile account, as well as other Virgin Mobile services, visit us at: virginmobileusa.com.

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